



KASIPUL NG-CDF

COMPLAINTS HANDLING POLICY, PRINCIPLES AND PROCEDURE

COMPLAINTS HANDLING POLICY IN KASIPUL NG-CDF

INTRODUCTION

a. Background

A complaint is any expression of dissatisfaction or concern by a customer or a potential customer about service delivery by the members of staff of an organization.

Kasipul NG-CDF is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. Kasipul NG-CDF aims at making it easy for the members of public to make a complaint if they are dissatisfied and we shall treat all customers making a complaint equally.

Our core values are accountability, transparency, integrity, honesty, equality and equity foster a culture that:

- Treats customers, employees and other stakeholders with respect by acknowledging their right to complain and have their complaint handled professionally.
- Actively solicits and acts on customers' feedback.
- Acknowledges that a complaint raised gives Kasipul NG-CDF the opportunity to maintain confidence in our work as well as enhancing relationships within and outside.

Kasipul NG-CDF seeks to maintain its reputation as an organization delivering high quality and accountable services to the public and is committed to maintaining its responsiveness to the needs and concerns of its customers, staff and its stakeholders.

Handling complaints effectively is everyone's job and everyone working with Kasipul NG- CDF must understand this policy. Effective management of complaints enables Kasipul BG-CDF to identify problems and continuously improve on the quality of the service delivered.

b. Objectives and Purpose of Complain Handling Policy

Kasipul NG-CDF has designed this policy to help provide guidance on the manner in which it receives and handles complaints made against the office or its employees. The objective of this policy is to assist Kasipul NG-CDF and the employees to resolve complaints in an efficient, effective, professional and satisfactory manner. It includes a procedure for complaint handling.

c. Handling Anonymous Complaints

- Kasipul NG-CDF cannot fully investigate anonymous complaints as it may not be in a position to determine its validity and its nature since the source of the complaint is unknown and not able to seek additional information.
- We do not disclose the identity of the complainant/s, should he/ she request their details remain confidential when lodging the complaint.
- Kasipul NG- CDF encourages its customers to provide full contact details when making a complaint.
- In the event of receipt of an anonymous complaint, we shall take into consideration on the issues raised and where necessary try to resolve them appropriately.

GUIDING PRINCIPLES IN COMPLAINTS HANDLING IN KASIPUL NG-CDF

1. **Commitment:** Kasipul NG CDF is committed to efficient and fair resolution of complaints. Feedback from the complainants is highly welcome and it's the customer's right to raise a concern.
2. **Fairness:** We recognize the need to deal with all complaints in an impartial manner and all complaints raised must be first investigated before any decision is reached. The subjects of any complaint have the right to be made aware of the allegations made against them and be given the opportunity to respond.
3. **Visibility and Access:** This policy is distributed to all employees and customers through:
 - Brochures available at the reception
 - PMC's training exercise
 - During stakeholders forum
 - Our official website i.e cdfkasipul@cdf.go.ke
4. **Confidentiality:** Complainant's identity will actively be protected from disclosure unless the complainant expressly consents to its disclosure. Kasipul NG-CDF will keep in confidence all information provided to it in the course of the complaints review, including, but not limited to: documents, reports, or other detailed information, unless the complainant agree to their release or where it is necessary to do so in order to investigate the complaint.
5. **Responsiveness:** Receipt of each complaint is acknowledged to the complainant immediately except for anonymous complaints. We ensure that they are handled in an efficient and effective manner. The complainants are also treated courteously and kept informed of the process of their complaint throughout the complaint handling process.
6. **Resources:** Kasipul NG-CDF will allocate sufficient resources for complaints handling i.e from its receipt to its resolution.
7. **Accountability:** All Kasipul NG-CDF staff shall be responsible and accountable for effective complaints handling.
8. **Continual Improvement/Review and Audit:** In order to ensure the continued suitability, adequacy and effectiveness of the complaints handling policy and identify areas for improvement, the policy will be reviewed periodically, with a view to identifying and rectifying systematic or recurring problems having regard to: internal factors (such as changes to Kasipul NG-CDF organizational structure); analysis of the records contained in the Complaints Register and feedback from complainants.

COMPLAINT HANDLING PROCEDURE IN KASIPUL NG-CDF

1. A complaint may be lodged by a customer/ client through: telephone, letter, email (cdfkasipul@cdf.go.ke) or in person.
2. The complaint will be received and recorded in the complaints register at Kasipul NG-CDF office where it shall be given a reference number for follow up. The complainant shall be required to leave his/ her name, contact details for follow up. The customer and the information given is treated with confidence and respect, in line with our guidelines.
3. Kasipul NG-CDF shall acknowledge the complaint in writing or via email within 2 days of receiving it.
4. The complaint shall be directed to the appropriate officer within Kasipul NG-CDF office depending on the subject matter of the complaint.
5. Kasipul NG-CDF shall resolve the complaint within fourteen (14) working days of receiving the complaint. It shall be resolved as best as possible to the complainant satisfaction and where necessary, recommend any changes needed to ensure the matter is solved.
6. Where a complaint cannot be resolved immediately, customers shall be informed of the aforementioned time frame at the time of making their complaint. Customers shall be informed on the progress of their complaint regularly, especially if there are delays or changes.
7. Where a complaint cannot be resolved by the foregoing complaint handling procedure, it shall be referred to the CDF Board Office in Nairobi. The customer shall be informed and given the amended time frame for resolution.
8. We let you know in writing on the outcome of your complaint and, as within our guidelines.
9. Where appropriate, customers who have had a complaint resolved shall be contacted at a later date to find out whether or not they are satisfied with the results and how they were handled.

Supporting Information in a Formal Complaint:

- Your name, address, telephone number or email address
- Details that will help the office to understand the reason/s for your complaint
- Copies of all relevant documents to help support your complaint
- In case you had already launched a complaint with us before, you will provide us with the details of the persons within Kasipul NG-CDF office who handled your case
- What you feel would constitute to a satisfactory resolution of your complaint. Such as inclusion of information which you feel is being withheld

All complains should be addressed to:

The Fund Account Manager,
Kasipul NG-CDF,
P.O Box 264-40222,
OYUGIS.