

# COUNTY GOVERNMENT OF NANDI

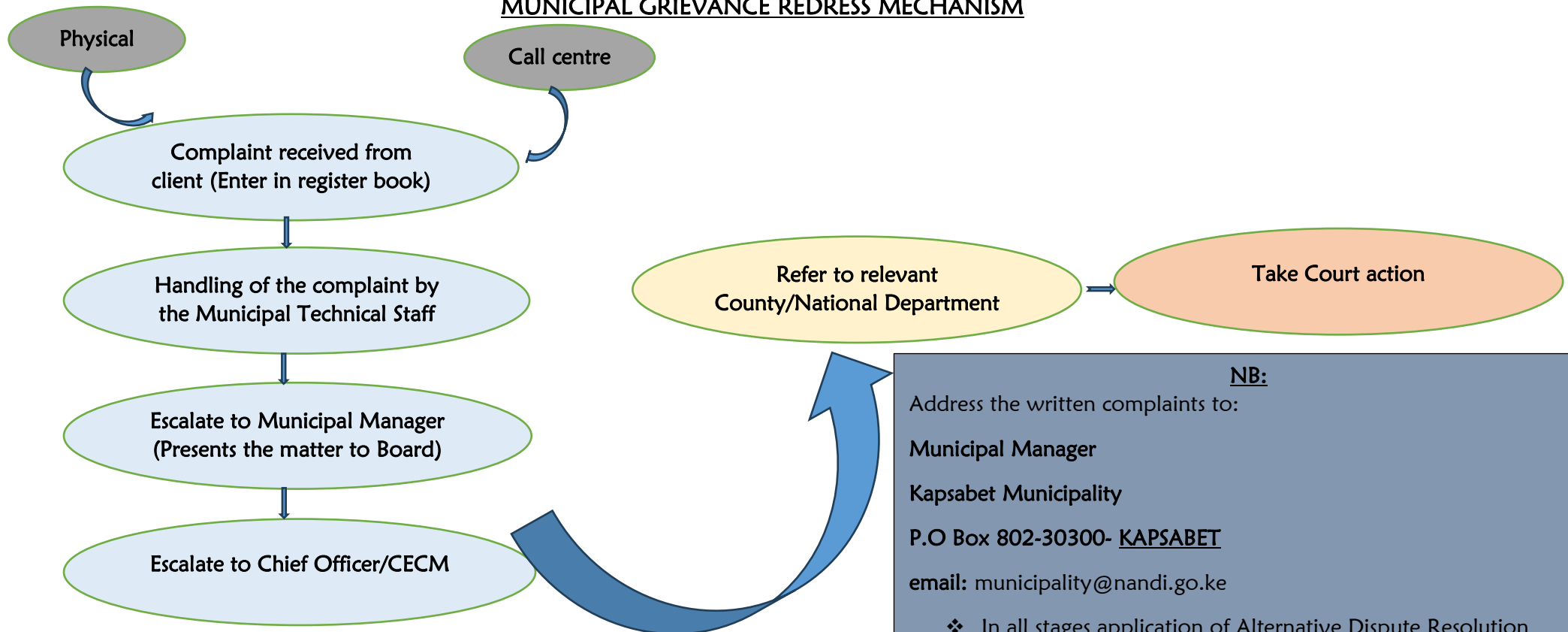
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P.O. BOX 311-30300,  
KAPSABET

## OFFICE OF THE MUNICIPAL MANAGER

### MUNICIPAL GRIEVANCE REDRESS MECHANISM



**NB:**

Address the written complaints to:

Municipal Manager

Kapsabet Municipality

P.O Box 802-30300- KAPSABET

email: [municipality@nandi.go.ke](mailto:municipality@nandi.go.ke)

- ❖ In all stages application of Alternative Dispute Resolution (ADR) Mechanism is encouraged

## **Municipal grievance redress guidelines**

In line with Nandi County acts 2021 and other relevant legal frameworks on grievance and complaints reporting , the municipality has provided the guidelines as follows

- ✓ A complaint may be received either by telephone, e-mail, e-platform, a letter or in person or a duly filled form by a complainant to the assigned complaints office.(0535252355,[municipality@nandi.go.ke](mailto:municipality@nandi.go.ke),municipality.nandicounty.go.ke, P.O BOX 311-30300 and 1548 call centre)
- ✓ All complaints are received and acknowledged, then it shall be recorded and assigned a reference number to facilitate follow-up. A record of a complaint shall include all communication with the complainant and any actions to resolve the complaint.
- ✓ The complaint shall then be forwarded to the appropriate county officer who is authorized to deal with the complaint.
- ✓ Where the complaint cannot be resolved immediately, complainants shall be informed of the time frame at the time of making their complaint as per the municipality service charter.
- ✓ Complainants shall be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed upon between the appropriate county officer and the complainant.
- ✓ Where appropriate, customers who have had a complaint resolved shall receive feedback and can be contacted at a later date to find out whether or not they are happy with how their complaint was handled.
- ✓ Where a complaint cannot be resolved by above complaint handling procedure, it shall be referred to the next level as per the municipal grievance redress mechanism chart.