

We will

- ✓ Listen to your concerns.
- ✓ Give you information and support
- ✓ Always try to resolve your complaint as soon as possible.
- ✓ Keep you informed of your complaint's progress
- ✓ within reasonable timeframes.
- ✓ Provide you with referrals to appropriate
- ✓ advocacy or support agencies whenever necessary.

We welcome your complaint in writing whenever possible, this assists us to deal with the facts of the complaint and be able to investigate thoroughly. We have a Complaints Lodging Form to make this easier for you. The form can be downloaded in our website or picked at the Assembly/ward Offices Reception Desk.

You can submit your complaint in person at our Assembly Building or the Ward Offices, by phone, in writing, or by email.

External Redress Mechanism

If a complainant is not satisfied with the outcome of complaints resolution, they shall be advised to seek recourse through the following national arbitration processes:

- ✓ The Commission on Administrative Justice (CAJ)
- ✓ The Courts

If you are still not satisfied with intervention provided above,
You may report your complaint to:

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice (CAJ)
West End Towers, 2nd Floor Waiyaki Way
P.O. Box 20414, City Square Wetlands, 00200
Tel: +254 020 2270 000, +254 020 2303 000
Email: complaint@ombudsman.go.ke

REPUBLIC OF KENYA



COUNTY ASSEMBLY OF SIAYA COMPLAINTS HANDLING CHANNELS

Assembly Clerk,
County Assembly of Siaya,
P.O.Box 7-40600
Siaya, Kenya

Tel: 057 5321021/ 0708745148
Email: clerk@siayaassembly.go.ke
complaints@siayaassembly.go.ke
Website: www.siayaassembly.go.ke

REPUBLIC OF KENYA



COUNTY ASSEMBLY OF SIAYA

COMPLAINTS HANDLING PROCEDURE

Introduction

Assembly is committed to providing high quality services to the residences of Siaya. We value complaints and use them to help us improve our services to you, if you are dissatisfied with our services, please tell us. This brochure describes what is defined as a complaint how you can make one and what you can expect from the Assembly.

In addressing a complaint, the following principles apply;

- ✓ Clients have the right to lodge a complaint
- ✓ Clients will not be discriminated against or denied services for lodging a complaint
- ✓ Clients will be treated fairly and with respect at all times
- ✓ All complaints are addressed in an appropriate and timely manner
- ✓ Clients can have a support person or advocate assist or represent them in dealing with their complaint
- ✓ All relevant evidence will be considered

What is a Complaint?

An expression of dissatisfaction by a person or persons or a group, institution or organization about an unsatisfactory or unacceptable situation, including an act or omission, or about the standard of a service; whether the action was taken or the service provided by the person, the institution itself or a body acting on behalf of the public institution.

When to complain?

Lodge your complaint in case there is:

- ✓ A breach of confidentiality or privacy
- ✓ Denial of rights

- ✓ Discrimination or harassment/discourtesy/ unfair treatment/injustice
- ✓ Unprofessional behavior by our staff
- ✓ Unsatisfactory/ inefficient/incompetent standard of service.
- ✓ Failure/delay/unresponsiveness/inaction to provide service
- ✓ Delays in responding to your enquiries/ requests.

How we will handle your Complaint ?

- ✓ Acknowledge your complaint, in writing or via email, within 7 working days of upon receipt.
- ✓ Enquire into your complaint and consult any relevant person(s) who shall help resolve it fairly and within a reasonable timeframe.
- ✓ Treat you and your information with confidence and respect, in line with our Policy.
- ✓ Keep you and any other person(s) involved informed about the progress of the complaint, how it will be resolved.
- ✓ Take action to resolve the complaint as best as possible to your satisfaction and, where possible, recommend any changes needed to ensure the cause does not reoccur.
- ✓ Let you know in writing the outcome of your complaint.

Matters that cannot be referred to Assembly's Complaints Management Procedures

- ✓ Complaints between Counties
- ✓ Complaints between the two levels of government
- ✓ Complaints against Members of County Assemblies

- ✓ Complaints against the County Governor
- ✓ Complaints of criminal nature
- ✓ Service delivery complaints that are currently under lawful review/ investigation by other competent bodies.
- ✓ Complaints on matters that are pending before Courts of Law or Tribunals.

What you should tell us?

- ✓ Your name, address and the best way to contact you.
- ✓ The details that will help us understand the reason(s) for your complaint. Copies of any documents relevant to your complaint
- ✓ If you have already discussed your complaint with us, the details of those person(s) in Assembly that you dealt with.

What you feel would constitute a satisfactory resolution of your complaint. For example, are you seeking information which you feel is being withheld, are you seeking an apology, etc

The Process

Complaints can be verbal, in writing, anonymously or via a third party. If you need assistance with putting a complaint in writing or assistance with interpreters we can help.