



KENYA NATIONAL BUREAU OF STATISTICS (KNBS)



P.O. Box 30266-00100

Nairobi, Kenya

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015

PROCEDURE FOR HANDLING COMPLIMENTS/ COMPLAINTS

KNBS/P/94/5

<p>Prepared by the DCS</p>  <p>Sign: _____</p>	<p>Approved by the Director General</p>  <p>Sign: _____</p>
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Document Amendment Tracking Form

Ver. No.	Release Date	Description of Change	Authored / Revised by	Reviewed By	Approved By
1.0	02-09-2016	Document Creation	HoCC	DG	DG
2.0	26-09-2019	Procedure revised to consider requirements by CAJ	HoCC	DCS	DG
3.0	1-07-2020	Procedure revised as per approved structure	HoCC	DCS	DG
4.0	09-06-2021	Document revised for DG's approval	DCS	DG	DG

1.1 SCOPE

This procedure shall apply to handling complaints/compliments.

1.2 OBJECTIVES

To put in place a mechanism of resolving complaints and recording of compliments.

1.3 REFERENCES

- a) CAJ Reporting framework on resolution of public complaints
- b) Communication Strategy

1.4 DEFINITIONS/TERMS/ACRONYMS

Refer to list of acronyms/terms/definitions

1.5 RESPONSIBILITY AND AUTHORITY

- a) Director General and relevant Director gives guidance on resolution of complaints.
- b) Compliment/Complaints Committee reviews the compliments/complaints and provides recommendations
- c) Head of Corporate Communications prepares reports and submits to CAJ.

1.6 INTERFACES

During the implementation of the process, all relevant offices must work hand in hand.

1.7 PERFORMANCE TARGET

The performance shall be measured based on:

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% handling of complaints	Analysis of complaints/compliments register
Timely response to complaints (Acknowledgement within 3 working days)	Analysis of complaints/compliments register

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Human resources
- b) ICT resources
- c) Finances

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
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Complaint/Compliment Handling Register KNBS-R-20-13	Timely response and complaints handled Record of compliments
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2.0 DETAILS OF PROCEDURE

2.1 This shall start with receipt of a complaint/compliment through channels such as:

- i. Letters
- ii. Emails
- iii. KNBS Compliments & Complaints portal
- iv. Walk in
- v. Telephone
- vi. Social media

2.2 The receiving officer shall identify the relevant office for recording and processing.

2.3 The relevant office shall record the compliment/complaint in the KNBS-R-20-13 register.

2.4 The relevant office shall acknowledge receipt of the compliments/complaints within 3 working days

2.5 The relevant office shall establish the root cause of the complaint and undertake the corrective action.

2.6 The relevant office shall then record the status of the complaint in the KNBS-R-20-13 register.

2.7 The compliment/complaints committee shall review the register on quarterly basis and give recommendations.

2.8 The Head of Corporate Communication shall prepare quarterly reports to be submitted to the CAJ by 15th of the subsequent month following the end of the quarter.

3.0 RECORDS AND REPORTS

3.1 Compliments/complaints register

3.2 Evidence of Acknowledgement from CAJ

3.3 Minutes of the compliments/complaints committee meeting

3.4 Quarterly reports