



REPUBLIC OF KENYA
OFFICE OF THE DEPUTY PRESIDENT
COMPLAINTS HANDLING PROCEDURE

1. Requests are received through letters, memoranda, emails, verbal and telephone calls.
 - Complaints received are then recorded in a Register
 - Verbal complaints are recorded in writing by the receiving officer
 - All complaints received are acknowledged appropriately within seven (7) days
 - The Office does not charge any fee for lodging/receiving and determination of complaints.
2. Upon receipt of a complaint the Registry assigns it a reference number.
3. Sorting to prioritize the urgency of the matter
4. The most urgent requests are prioritized and marked to the relevant officers for necessary action.
 - The urgent complaints are handled within 48hours
 - Other complaints are handled within twenty-one (21) working days
5. Take care of persons with special needs if any
6. Requests which are not within the mandate Officer are channelled to the relevant Ministries, Departments, Counties or Agencies with five (5) working days.
 - The person who has lodged a complaint that is not within our mandate is notified of the referral within seven (7) working days.
7. In case of decline to address the complaint based on the accepted limitations, the client should be notified on the decision and how the decision was arrived at in writing.

8. We welcome feedback on our performance, so that we can know to what extent we are meeting your needs. Customers are therefore encouraged to make genuine suggestions, compliments or complaints to the Office in person or through postage, telephone, email and suggestion boxes available.

In case you are not satisfied with our services:

- First complain to the officer who served you
- If you are not satisfied complain to the officer's supervisor
- Appeals may be forwarded to;

The Secretary Administration
Office of the Deputy President
Harambee House Annex
Harambee Avenue
P.O Box 74434-00200 Nairobi
Tel: 254-20-3247000
Email: sa@deputypresident.go.ke

For Further Complaints Contact:

The Commission on Administrative Justice
West End Towers, 2nd Floor,
P O Box 20414 -00200 Nairobi
Tel.: +254020 2274046
Toll Free number 0800221349
www.ombudsman.go.ke