

REPUBLIC OF KENYA



COUNTY GOVERNMENT OF KERICHO

PUBLIC SERVICE BOARD

**GRIEVANCES HANDLING AND RESOLUTIONS
PROCEDURES**

JUNE, 2022

PREFACE

FORWARD

DEFINITION OF TERMS

Grievance: A grievance in our context is an expression of dissatisfaction, made either verbally or in writing, about the standard of service, actions or lack of action by the CPSB or its staff, affecting an individual customer or group of customers.

ABBREVIATIONS

CCSMT: County Customer Service Management Team

CPSB: County Public Service Board

SCCST: Sub-County Customer Service Team

WCST: Ward Customer Service Team

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1.0 Introduction

The County Public Service Board (CPSB) of Kericho is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels of its jurisdiction. This Grievances procedure is therefore meant to ensure all grievances are handled as efficiently and effectively as possible. As our customer, you are entitled to make compliments or a grievance to us where you are dissatisfied with our services. Below is the outline of our procedures for the handling of verbal and written grievances.

1.1 Definition of a grievance

A grievance in our context is an expression of dissatisfaction, made either verbally or in writing, about the standard of service, actions or lack of action by the CPSB or its staff, affecting an individual customer or group of customers.

The following will not be registered as grievances:

- (i) A request for service
- (ii) A request for information
- (iii) The lodgment of an appeal in accordance with legislation.

1.2 Our Resolve as a Board

- (i) The CPSB seeks to maintain and enhance its reputation of providing you with high quality services/products as applicable. We value grievances as they assist us to improve our services/products and customer service.
- (ii) The CPSB is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your grievances as quickly as possible.
- (iii) The CPSB is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels from as per our mandate.
- (iv) We have Grievances mechanisms to ensure all grievances are handled as efficiently and effectively as possible. This mechanism has been designed to provide guidance to both our customers and staff on the manner in which the CPSB receives and manages your grievances.

- (v) We are committed to being consistent, fair and impartial when handling your grievances.

1.3 Objective of the Procedures

The objective of these procedures is to ensure that:

- (i) You are aware of our grievance's lodgments and handling processes,
- (ii) Both you and our staff understand our grievances handling process,
- (iii) Your grievances are investigated impartially with a balanced view of all information or evidence,
- (iv) We take reasonable steps to actively protect your personal information,
- (v) Your grievances are considered on its merits considering individual circumstances and needs.

1.4 Our Responsibilities

- (i) To provide an efficient, fair and structured mechanism for handling grievances
- (ii) To provide our customers with access to the grievances handling process, including those customers with disabilities and special needs
- (iii) To keep customers informed as to the progress of their grievances and the expected timeframe for resolution.
- (iv) Undertake Quarterly review of our grievances so that we can improve our standard of customer service.

If you have a grievance regarding any aspect of your account or dealings with the CPSB, we urge you to telephone our **Customer Service Management Team Centre** (as you may wish it to be referred to as) in the first instance on either Phone numbers **XX** (provide help line). Our objective is to resolve the vast majority of enquiries or grievances during your first contact with us.

If you prefer to put your grievances via email, we will respond to your email and will confirm any details in writing if you request us to do so. Our email address is: XX (provide email)

If you wish to appoint an advocate or authorized representative to lodge the grievances, then please write a letter authorizing them to act on your behalf.

1.5 How a grievance can be made to the CPSB

If you are dissatisfied with any service provided by us, you should in the first instance consider speaking directly with the staff member(s) you have been dealing with.

If you are uncomfortable with this or you feel the relevant staff member is unable to address your concerns, you can lodge a grievance with us in one of the following ways:

- (i) By completing our prescribed feedback form on our website {design a simple form},
- (ii) By telephoning us on XX (provide)
- (iii) By writing to us {Address} (provide)
- (iv) By emailing us{XX} (provide)
- (v) In person by speaking to any of our customer service staff.

If we receive your grievances verbally and we consider it appropriate, we may ask you to put your grievances in writing.

1.6 Where to Lodge Grievances

At ward level: Our customers at the ward level may raise their grievances with the Ward Administrator, who is our designated Team Leader of the Ward Customer Service Team (WCST) will do everything possible to provide solution as the first contact person. Appropriate procedures will be used to try to solve the grievances. If not satisfied with our first contact response the complainant can request that he be provided with a referral to the Sub-County Administrator or the relevant department.

At the Sub-County level: There is established a Sub-County Customer Service Team (SCCST). The designated Team leader is the Sub-County Administrator. There is no restriction for anyone who feels aggrieved to directly lodge grievances with the Sub-County Administrator. Appropriate procedures will be used to try to solve the grievances. If not satisfied, the complainant is free to request that they provide him/her with a referral to the CPSB leadership level for the dispute resolution

At the CPSB Level: there is established a Customer Service Team (CST). The Team leader is the Board Secretary. There is no restriction for anyone who feels aggrieved to directly lodge grievances with the Board Secretary. Appropriate procedures will be used to try to solve the grievances. If not satisfied, the complainant is free to request that they provide him/her with a referral to the top county Executive/the Governor's Office for the dispute resolution or internal appeal.

At the Governor's Office: There is established a County Customer Service Management Team (CCSMT). The Team leader is the County Secretary or the Governors designated representative. There is no restriction for anyone who feels aggrieved to directly lodge grievances with the County Secretary or the Governors designated representative. Appropriate procedures will be used to try to solve the grievances. If not satisfied, the complainant is free to request that they provide him/her with a referral to other external dispute resolution agencies.

At this point, if the grievances are currently being investigated by a relevant national agency or any other lawful agency we may cease to take further action in relation to the grievances pending finalization of their investigation. However we will assist any agency with their investigations when called upon as much as possible.

If not satisfied with how the grievances has been handled by either the CPSB or the Governor's Office or even the resolution provided by these agencies, you can request us to escalate your grievances to the appropriate National Government Agency such as Commission on Administrative Justice (Office of the Ombudsman).

1.7 Information required from the client

When we are investigating your grievances, we will be relying on information provided by the complainant and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary.

To help us investigate your grievances quickly and efficiently we will ask you for the following information:

- (i) Your name and contact details,
- (ii) The name of the person you have been dealing with about your service,
- (iii) The nature of the grievances,
- (iv) Details of any steps you have already taken to resolve the complaint,
- (v) Details of conversations you may have had with us that may be relevant to your grievances,
- (vi) Copies of any documentation which supports your grievances.

The person receiving or managing your grievances should provide you with any assistance you may need to make your grievances.

1.8 Recording grievances

When taking a grievance, we will record your name and contact details. We will also record all details of your grievances including the facts and the cause/s of your grievances, the outcome and any actions taken following the investigation of your grievances. We will also record all dates and times relating to actions taken to resolve the grievances and communications between you and us.

As part of our on-going improvement plan, grievances will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues. If you lodge a grievance we will record your personal information solely for the purposes of addressing your grievances. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure. Where a third-

party service supplier was involved in your services, we may be required to speak with them to fully investigate your grievances.

1.9 Feedback to customer's

The CPSB is committed to resolving your issues at the first point of contact; however, this will not be possible in all circumstances, in which case a more formal grievances process will be followed. We will acknowledge receipt of your grievances within three (3) working days. Once your grievance has been received, we will undertake an initial review of your grievances. There may be circumstances during the initial review or investigation of your grievances where we may need to clarify certain aspects of your grievances or request additional documentation from you. In such circumstances we will explain to the CPSB grievances handling procedures to you.

The purpose of seeking clarification or additional documentation is to provide you with feedback on the status of your grievances at that time. We are committed to resolving your grievances within ten (10) working days of you lodging your grievances, however, this may not always be possible on every occasion. Where we have been unable to resolve your grievances within ten (10) working days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalize your grievances. During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your grievances. If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet the days finalization commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalize your grievances. Once we have finalized your grievances, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally. You have the right to make enquiries about the current status of your grievances at any time by contacting us.

1.20 Handling Your Grievances

Please follow the steps below to raise and escalate your grievances:

- (i) In the event that you require assistance with making a grievance, our staff at each stage of the process will be more than happy to assist. If you believe your grievance is urgent, please let us know on the onset. Upon receiving a grievance, we will allocate you a reference number and acknowledge your matter via telephone or in writing within three (3) working days. Where possible, we will attempt to resolve your grievances at the first point of contact.
- (ii) Our staff is empowered to resolve grievances, wherever possible, at first contact. If we are unable to resolve your grievances at the first point of contact, we will undertake an investigation of your grievances and provide you with our findings.
- (iii) Grievances made to the CPSB are overseen by our Customer Service Management Team. If after a grievance is made, it is found not possible to immediately resolve it, we may need to investigate it. This process may take fifteen (15) working days or longer (in which case we will update you with a reason for the delay and the expected timeframe).
- (iv) We may impose a charge for handling your grievances in special circumstances. For example, we may charge you a fee where your grievances require us to retrieve archived records that are more than 24 months old.
- (v) Making a grievance should normally be free. If we think your grievance requires a charge, we will not impose one without discussing with you. If your grievance is upheld in your favour, and we have charged you grievance handling fees, we will refund you the full amount of the fees charged within 30 days.
- (vi) If you feel your grievance is urgent, please tell us as soon as possible via telephone. We will refer your case for investigation by our designated officer on site, or the **County Customer Service Management Team (CCSMT)** and endeavor to provide a response to your grievance within one working day. Urgent grievances differ from regular grievances in that they are referred to the

Customer Relations team or an appropriate level of senior management significantly earlier, and are treated with higher priority than normal grievances. We aim to resolve all urgent grievances within three (3) working days. We will contact you directly to advise and discuss a new timeframe in the event that a resolution may fall outside these timeframes. We consider a grievances urgent when it concerns any of the following: (can add more)

- (a) Our deadline oriented services to clients
 - (b) Someone's career is at stake
 - (c) Citizens lives are at stake
- (vii) We will keep you informed of the progress of your grievances, proposed actions and the expected timeframe for resolution. You can also check up on the progress of your grievances at any time by calling us and quoting the grievances reference number.
- (viii) Our aim is to resolve grievances in a timely manner and we will generally resolve a matter within 30 calendar days.
- (ix) We will advise you either verbally (via telephone) or in writing (via email) of the outcome of your grievances. If you prefer a specific method of contact, please advise us when lodging your grievances
- (x) If you are not satisfied with our first contact response, you can request us to ask the **County Customer Service Management Team (CCSMT)** to escalate your grievances to the county leadership directly. If so, we will try to apprise the top leadership to address the grievances as soon as possible (depending on availability and urgency). She or He will evaluate or direct for re-investigation of your grievances and consider all the relevant circumstances and information surrounding the grievances and inform you of the findings.
- (xi) When your grievances are resolved, we will confirm this with you within ten (10) working days.
- (xii) If you are not satisfied with how your grievances has been handled, or the resolution provided by us, you can request us to escalate your grievances to

the appropriate National Government Agency such as Commission on Administrative Justice (Office of the Ombudsman).

(xiii) If you are still not satisfied with the relevant entity, you will still be free to refer your grievances to other bodies including the courts which are independent bodies to resolve grievances and disputes.

1.21 Summary

Our Seven-point grievances process as a Board:

We acknowledge: Within three (3) working days of receiving your grievances we will acknowledge receipt of your grievances either by telephone call or in writing.

We review: We undertake an initial review of your grievances and determine if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

We empathize: If your grievances is urgent, such as where it has been established that you are undergoing financial hardship, where your service is about to be disrupted, or where you are receiving Priority Assistance (for example, for medical reasons) we will prioritize your grievances and attempt to resolve it within three (3) working days. If we cannot, we will explain why and the reasons for taking longer.

We investigate: Within ten (10) working days of receiving your complaint we will investigate your grievances objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your grievances.

We respond/take action: Following our investigation we will notify you of our findings and any actions we may have taken or propose to take in regards to your grievances. Similarly we will keep you informed of the expected timeframe for resolution. Complex grievances may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

We record: We will record your grievances for continuous improvement process and monitoring through regular review. Your personal information will be recorded in accordance with relevant privacy legislation. When you complain about one of our employees, about grievances under investigation by a regulator or law enforcement agency our grievances escalation process shall prevail.

If you complain about a member of our staff, we will treat your grievances confidentially, impartially and equally (giving equal treatment to all people). We will investigate your grievances thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible. We will also treat our staff members objectively by:

- i. informing them of any grievances about their performance,
- ii. Providing them with an opportunity to explain the circumstances,
- iii. Providing them with appropriate support,
- iv. Updating them on the grievances investigation and the result.

If your grievances is currently being investigated by a Relevant National body or consumer protection regulator or any law enforcement agency we may cease to take further action in relation to your grievances pending finalization of their investigation. However we will assist any agency with their investigations when called upon as much as possible.

If you are not satisfied with how your grievances has been handled by the CPSB, or the resolution provided by us, you can request us to escalate your grievances to the appropriate National Government Agency such as Commission on Administrative Justice (Office of the Ombudsman).

1.22 Our Contact

COUNTY PUBLIC SERVICE BOARD OF KERICHO

P.O BOX 1379

KERICHO, KENYA

Tel: xx

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