



**COUNTY GOVERNMENT OF MERU**

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**COMPLAINTS / GRIEVANCES AND COMPLIMENTS  
PROCEDURE**

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**November, 2017**



**COUNTY GOVERNMENT OF MERU**



**OFFICE OF THE COUNTY SECRETARY**

Email: [merucounty@meru.go.ke](mailto:merucounty@meru.go.ke)  
*When applying please quote*

Meru County Headquarters  
P.O Box 120-60200  
**MERU**

**Ref:**

**COMPLAINTS/GRIEVANCES AND COMPLIMENTS PROCEDURE**

Pursuant to Section 15, 88 and 89 of the County Government Act, 2012 and further in reference to Sections 25 to 37 of the Meru County Public Participation Act, 2014 which secures the right of the members of the public to petition the County Government, this procedure has been developed to guide the handling of complaints/grievance and compliments directed to the County Government of Meru.

All Government employees are directed to acquaint themselves with the procedure to enable them effectively handle public complaints/grievances and/or compliments as well as be able to guide the public to where they can get assistance. Further you are directed to read and understand the relevant sections of the Constitution, national laws and county laws as they shall be read with this procedure.

**Gideon Kimathi**  
**Ag. County Secretary and Head of Public Service**  
**Meru County**

## **1.0 BACKGROUND**

In the spirit of 'making Meru great', the County Government of Meru has developed this procedure to ensure that all needs of the Meru citizens are addressed for continuous improvement in public service delivery. The government commits to fully and professionally address all complaints/grievances presented by any citizen and also capture any compliments and suggestions for improvements to ensure that all government services are citizen-responsive.

## **2.0 COMPLAINTS/GRIEVANCE AND COMPLIMENTS OFFICER**

A desk is established in the Directorate of Civic Education in the Department of Legal Affairs, Public Service Management and Administration with a designate officer to become the Complaints/Grievances and Compliments Officer. This officer shall;

- i) Open the complaints box twice every month in the presence of two committee members and record all complaints/grievances and compliments received in the registers;
- ii) Receive all complaints/grievances and compliments forms filed online from the ICT department and Call Centre and record them in the registers;
- iii) Receive and record all Complaints/Grievances and Compliments received via voice calls from the call centre;
- iv) Maintain and secure the Complaints/grievances and Compliments registers and process the same for the agenda of the next Complaints/Grievances and Compliments Committee meeting as provided in this procedure;
- v) Be the Secretary of the Complaints/Grievances and Compliments Committee meetings;
- vi) Provide feedback to direct citizen questions either on phone or via email and record the same;
- vii) Prepare a quarterly report on the Complaints/Grievances and Compliments received and actions taken for presentation to the County Secretary and publication on the County website

## **3.0 COMPLAINTS/GRIEVANCES AND COMPLIMENTS COMMITTEE**

A Complaints/Grievances and Compliments Committee is hereby established comprising of 5 members drawn from across the county Departments. The Committee shall sit once every month to deliberate and provide responses and recommendations on all Complaints/Grievances and Compliments received and recorded by the Complaints/Grievances and Compliments Officer. Among others the committee shall;

- i) Open the Complaints/Grievances and Compliments box ( two members and the Complaints/Grievances and Compliments officer) and ensure the contents are recorded in the relevant registers;
- ii) Discuss all Complaints/Grievances and Compliments received and specifically;
  - a) Provide feedback where direct questions are raised;
  - b) Forward to relevant Departments and follow through actions taken in their next meeting. In this case, every chief officer shall provide evidence of action taken to the Complaints/Grievances and Compliments Officer for cases forwarded to them;
  - c) Sanction the Complaints/Grievances and Compliments Quarterly report for onward transmission to the County Secretary and publication to the County website;
  - d) Prepare and present to the County Secretary a confidential report on the Departments or agencies occasioning the highest number of complaints and non-action to the same for remedial action;
  - e) Prepare Complaints/Grievances and Compliments Annual report.

#### **4.0 COMPLAINTS/GRIEVANCES AND COMPLIMENTS REGISTER**

Up to date Complaints/Grievances and Compliments registers shall be maintained by the Complaints/Grievances and Compliments Officer. He/she shall maintain the safety of the two registers which shall be the main source of agenda of the Complaints/Grievances and Compliments Committee.

#### **5.0 COMPLAINTS/GRIEVANCES AND COMPLIMENTS FORM**

A Complaints/Grievances and Compliments form (a template annexed in this procedure) shall be printed and made available at the reception and all customer care desks for the County offices for use by the citizens. An online version of the same shall be made available for online users. Once filled the forms shall be dropped in the Complaints/Grievances and Compliments box shall be filed by the Complaints/Grievances and Compliments Officer to support records in the Complaints/Grievances and Compliments registers.

#### **6.0 COMPLAINTS/GRIEVANCES AND COMPLIMENTS BOX**

A Complaints/Grievances and Compliments box shall be placed in a strategic and visible location at the reception of the County Government offices for use by the citizens to drop their forms. The officers manning the receptions are directed to constantly make the

citizens seeking services aware of this procedure to enable them report any complaints/grievances or compliments.

## **7.0 COMPLAINTS/GRIEVANCES AND COMPLIMENTS ONLINE OPTIONS**

In ensuring our digital users are able to access this service, an online version of the procedure is established with following options;

- i) An editable Complaints/Grievances and Compliments form which once filled can be sent via email below as an attachment;
- ii) A Call Centre No. **0709241000** for online services (e.g. fire service, ambulance service) and call service support/customer care
- iii) An email address [feedback@meru.go.ke](mailto:feedback@meru.go.ke) which can directly be used to record Complaints/Grievances or Compliments
- iv) A social media feed to record a Complaints/Grievances or Compliments – use **#complaint** or **#compliment** to register a complaint or compliment.
- v) Quarterly downloadable report on responses to previous Complaints/Grievances or Compliments
- vi) A Frequently Asked Questions (FAQs) downloadable update

## **8.0 PUBLIC PETITION TO THE COUNTY EXECUTIVE**

Section 31-37 of the Meru County Public Participation Act, 2014 provided an elaborate self-explanatory procedure to launch a public petition to the County Executive. The officers manning the County receptions and the Directorate of Civic Education should continuously educate our service seekers and generally Meru residents to seek this redress in case they are seriously aggrieved by any of the Government Departments.

A form/template has been provided in the second schedule of the said Act for submitting of the petition.

## **9.0 PUBLIC PETITION TO THE COUNTY ASSEMBLY**

Section 25-30 of the Meru County Public Participation Act, 2014 provides an elaborate self-explanatory procedure to launch a public petition to the County Assembly. The officers manning the County receptions and the Directorate of Civic Education should continuously educate our service seekers and generally Meru residents to seek this redress in case they are seriously aggrieved by any of the Government Departments.

A form/template has been provided in the first schedule of the said Act for submitting of the petition.

## **10.0 CONCLUSION**

All Chief Officers are directed to ensure that all complaints/grievances directed to their Departments are adequately responded to and a copy of the response submitted to the Complaints/Grievances and Compliments officer for record and further action.

**Issued by the County Government of Meru, November 2017**

