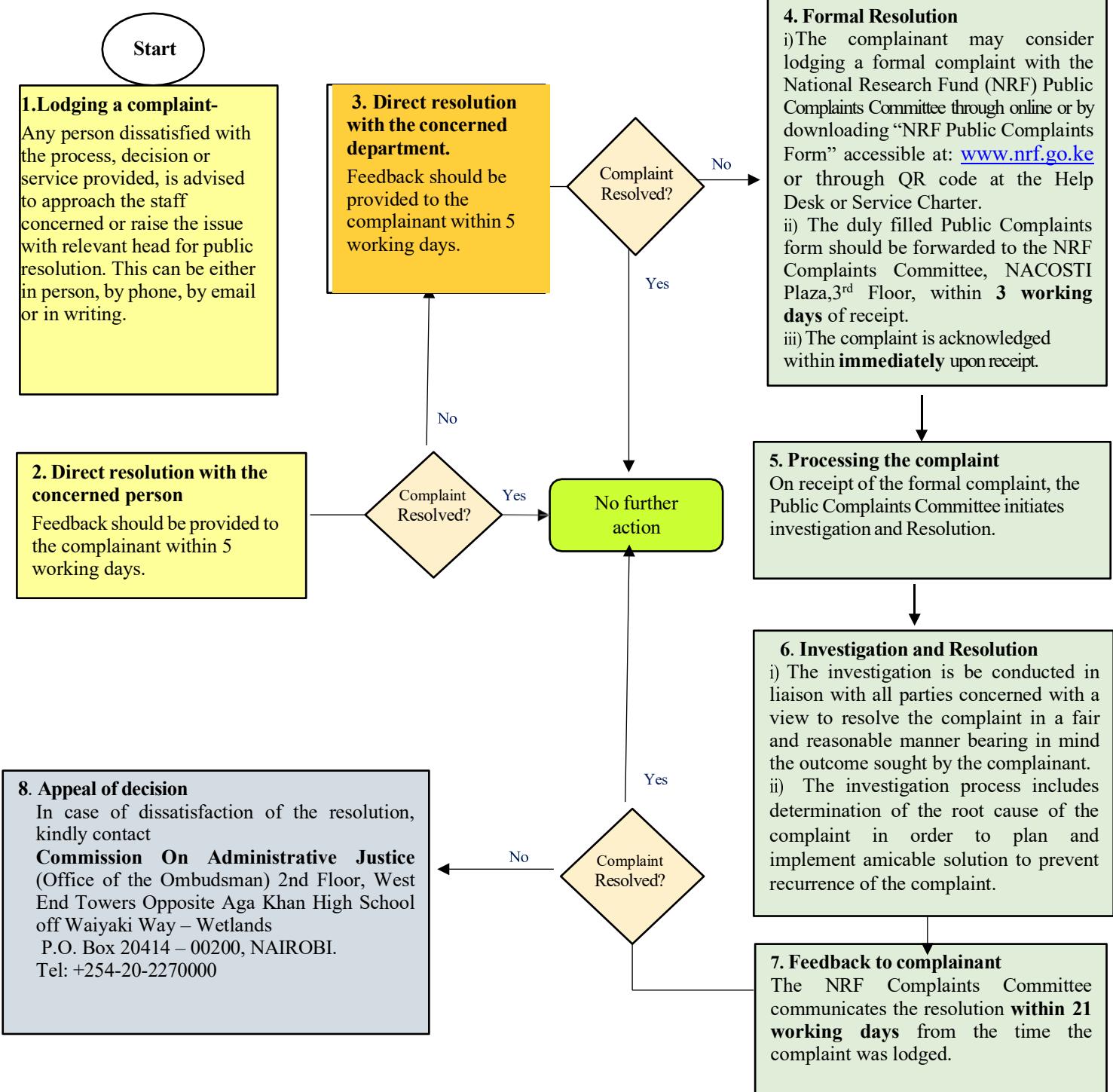


REPUBLIC OF KENYA



## PROCEDURE FOR HANDLING PUBLIC COMPLAINTS



### Notes:

**Step 2 & 3** constitutes direct resolution with the concerned department or person. This is the first opportunity for a service to resolve a customer's dissatisfaction, and the majority of complaints will be resolved at this level

**Steps 4 – 7** constitutes formal resolution. This is where the complainant lodges a formal complaint at the NRF Public Complaints Committee if not satisfied with the direct resolution.

**Step 8**–Addresses the mechanism for redress in case of dissatisfaction with internal resolution.