

KENYA NATIONAL COMMISSION FOR UNESCO

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STANDARD OPERATING PROCEDURE FOR COMPLAINTS MANAGEMENT

APPROVAL		Signature	Date
Prepared by:	CUSTOMER SATISFACTION COMMITTEE		
Reviewed by:	MANAGEMENT REPRESENTATIVE		
Approved by:	SECRETARY GENERAL		

AMENDMENT SHEET

Revision status	Subject of Amendment	Reviewed by	Authorized by	Revision Date

1. TITLE:

Procedure for complaints management.

2. PURPOSE:

This document defines the specific procedure to be followed related to complaints management to ensure prompt acknowledgment and response to complaints lodged at the Commission.

3. SCOPE:

This procedure is applicable to general enquiries received by the Commission.

4. REFERENCES:

ISO 9001:2015 Standard
Customer Service Policy
Applicable KNATCOM Manuals and Policies
KNATCOM Citizen Service Delivery Charter

5. TERMS/DEFINITIONS:

CEO – Chief Executive Officer
KNATCOM – Kenya National Commission for UNESCO
UNESCO – United Nations Educational, Scientific and Cultural Organization

6. PRINCIPAL RESPONSIBILITY:

The Chair, Customer Satisfaction Committee shall ensure this procedure is implemented.

7. METHOD

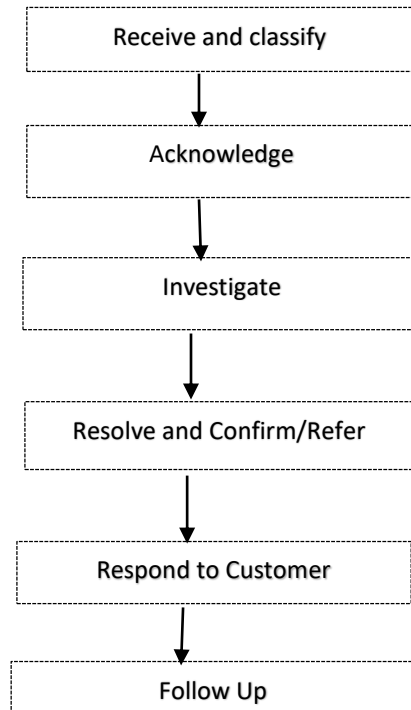
7.1 General

- 7.1.1 The Commission shall establish a Customer Satisfaction & Complaints Management Committee to ensure all grievances are resolved within the most reasonable time.
- 7.1.2 The Committee shall establish a public complaints box strategically located where the customers can drop any complaints they may wish resolved.
- 7.1.3 A compliments and complaints register shall be opened and kept under the custody of the front office for the customers to register their views on the quality of services provided at the Commission.
- 7.1.4 The Commission shall leverage on the Annual Customer Satisfaction surveys to gather complaints from the public on the quality of service delivery at the Commission.
- 7.1.5 Complaints at the Commission will be as provided for in the Commission's Service Charter.

7.1.6 The Commission shall ensure the complaints management procedure is well publicized.

7.2 Process Overview

The following key steps shall be followed for all complaints received by the Commission's staff:



7.2.1 Receive and classify:

- 7.2.1.1 Any complaint, issue or negative customer interaction (whether this is formally logged by the customer or not), must be logged and classified for action.
- 7.2.1.2 The Secretary to the Complaints Committee will receive all complaints and log them in a register. The Chair and Secretary to the Committee, while logging in the complaints, shall review the complaints before proceeding to the next step.
- 7.2.1.3 Discretion and flexibility shall be exercised in prioritizing all complaints.
- 7.2.1.4 The Chair in consultation with the Office responsible for coordination of committees will decide on the appropriate person (s) to carry out subsequent steps or whether the matter should be referred to the Complaints Committee.

7.2.2 Acknowledgement

- 7.2.2.1 Every complaint received shall be responded to with a formal written acknowledgement, containing an expectation of when they will receive a response, and the person dealing with it.

7.2.3 Investigation

7.2.3.1 If a matter shall be deemed to warrant investigation, follow up on all aspects of the complaint, both internal and external, shall be undertaken to ensure that the key facts are identified and clarified bearing in mind the priority of the complaint and proper documentation made on all interactions and communications.

7.2.4 Resolving and confirmation

7.2.4.1 The Complaints Committee shall ensure that the final resolution is clear and fair.

7.2.4.2 In making the resolution, the Complaints Committee shall:

- i. Ensure that the proposed resolution meets corporate guidelines and does not prejudice the Commission in any unnecessary legal or financial manner.
- ii. Discuss and review the solution from both the corporate and customer viewpoint to ensure fairness and clarity.
- iii. Ensure that the review shall include recognition and documentation of any underlying issues that may have complaint and recommendations for actions to prevent further occurrence.
- iv. Make its resolution and submit the same to the Secretary General/CEO for consideration and decision.

7.2.5 Response to customer

7.2.5.1 The Committee shall ensure it provides the customer with the resolution within the timeframes provided in the Commission's Service Charter. If this cannot be done on time, the complainant should be contacted to request further time.

7.2.6 Follow up

7.2.6.1 The Committee shall ensure that complaints are followed up to confirm that customers are satisfied with the response given.

7.2.7 Reporting

7.2.7.1 The Committee shall provide a report of the complaints resolved or unresolved, providing the details of each.

8. REVIEW PERIOD

This procedure shall be reviewed every two years or as need arises.