



Complaints Handling Process Documentation

			
Institution/Organization Name:		Tana Water Works Development Agency	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of Water, Sanitation and Irrigation	
Economic Sector Alignment:		Enabler	
Big 4 Alignment:		Enabler	
Accounting Officer:		Eng. Philip Gichuki	
Period: FY		2021/2022	
Process Documentation			
Service Name		Complaints handling	
Brief Description Document Purpose/Service		To ensure that all customer complaints, either written or verbal, are handled in a consistent and regulated manner and that further complaint incidents are mitigated against and prevented.	
Document Control: Change Record/ Version Number		Revision 01 Version 01	
Process Owner: Name and Position		Beato Migwi Manager, Corporate Communications and Public Relations	
Process Writer (s); Name and Position		1. Beato Migwi Manager, Corporate Communications and Public Relations 2. Corporate Communications and Public Relations Officer Rose Chomba	
Process Reviewer (s) Name and Position		1. Beato Migwi Manager, Corporate Communications and Public Relations	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No of Days	Actor
1.	Corporate Communications and Public Relations division receives complaints sent:- <ul style="list-style-type: none"> verbally, or in writing Put in suggestion boxes, e-mail , Website or through normal correspondence 	1 day	Manager Corporate Communications and Public Relations
2.	Register complaint and give it a receipt number for	1 day	Manager Corporate Communications and Public

	follow up		Relations
2.	Acknowledge the complaints through letter or e-mail	7 days	Corporate Communications and Public Relations Officer
3.	i. Investigation of complaint (s) ii. Appeal case	15 working days 30 days	Selected investigation team
4.	i. Communicate to complainant and if satisfied close the case ii. If not satisfied complainant may send the complaint to Commission on Administrative Justice	1 day	Manager Corporate Communications and Public Relations

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
N/A	1.	N/A		

Process Maps/Visuals

Business process flowcharts/ swim lanes/screen shots

