



NORTH RIFT VALLEY WATER WORKS DEVELOPMENT AGENCY

PROCEDURE ON CUSTOMER COMPLAINTS OR COMPLIMENTS HANDLING

1. Purpose

The purpose of this complaints handling procedure is to outline procedures followed in ensuring effective handling of customers complaints/compliments.

2. Scope

This procedure covers the following:

- a) Handling of Customer complaints and compliments;
- b) Guiding Visitors at the front office.

3. Objectives of the complaints handling procedure

The objective of the complaints handling procedure is to ensure that all customers are served in an efficient and timely manner.

4. Procedure

Handling of Customer complaints/compliments

- 4.1** The Agency will receive a complaint /compliment from a customer via mail / telephone / personal visit and record the complaint / compliment in a *Complaint register* and acknowledged or responded to.
- 4.2** The complaint will be checked if relevant for action by the institution. If the complaint is not relevant to the institution, the customer is referred to the relevant institution.
- 4.3** The complaint is acknowledged through phone call receipt from the customer or via mail or through verbally to the visitor.

4.4 Check if a related complaint exists in the complaint/compliments register.

4.4.1 If an initial or related complaint exists, the status is queried from the status filled in the complaints register. If the complaint had been solved the complainant will be given a feedback on the resolution/action taken.

4.4.2 If there is no related complaint, the complaint is recorded in the complaint/ compliments register as follows:

- Name of complainant and contacts
- Date and time of receipt
- Nature of complaint
- Officer handling the complaint
- Actual problem (Investigation)
- Date and time of resolution
- Status of the complaint

4.5 The complaint will be investigated and resolved or acted upon.

4.6. When the complaint is resolved, the complainant will be given a feedback of the resolution.

Note: If the complainant is not satisfied with the resolution of the complaint, he/she will be advised to escalate the problem to higher level outside the institution.