

## **6.0 COMPLAINTS HANDLING PROCEDURE**

### **6.1 Frontline Resolution**

Kenya Institute of Mass Communication is committed to ensure that complaints are resolved at the first point of contact.

### **6.2 Formal resolution**

In cases where the complaint is not resolved at the first point of contact, the resolution of the complaint will go through a formal process

#### **6.2.1 Acknowledging Complaints**

All complaints received will be acknowledged immediately upon receipt or within 3 working from the day of receiving of the complaint.

#### **6.2.2 Initial assessment**

Once a complaint has been received and acknowledging the receipt, we will undertake an initial review of the complaint to ascertain whether it is within the Institute's scope to handle it and advice accordingly within a span of 5 working days from the day of reception. Where the complaint falls outside the scope of the institute, the complainant shall be advised to lodge the complaint with appropriate government agencies.

#### **6.2.3 Investigation**

- a) If we determine that it is within our jurisdiction to handle it, investigation on the complaint will commence. The investigation will be undertaken if we feel that the information provided is enough.
- b) However, should we feel that the information is not enough or during the investigation we feel that we need clarification of certain aspects of the complaint, we may request the complainant to provide additional information or documentation. The information sought from the complainant should provide within 14 days. This will assist us in resolving your complaint effectively and efficiently. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

#### **6.2.4 Communication of Committee Decisions to the complainant**

Once investigation is complete, the institute will make a decision on the basis of the outcome of the investigation and inform the complainant of the action the Institute has taken. Then the complainant will be contacted and informed of the decision in writing.

### **6.2.5 Closing the Complaint, Record Keeping, Redress and Review**

For every complaint handled, the Institute will endeavor to keep records on the following:

- How the complaint was handled.
- The outcomes of the complaint.
- Decisions made from the outcome of the investigation of the complaint.
- Pending actions or issues outstanding to be followed up.