



REPUBLIC OF KENYA
OFFICE OF THE PRIME CABINET SECRETARY & MINISTRY OF
FOREIGN AND DIASPORA AFFAIRS
STATE DEPARTMENT FOR PARLIAMENTARY AFFAIRS

PUBLIC COMPLAINTS HANDLING PROCEDURE

The State Department aims to facilitate easy complaint submission for dissatisfied individuals and treat all complainants equally. Additionally, it is committed to handling complaints consistently, fairly, confidentially, and prioritizing prompt resolution as follows:

1.0 The People

The individuals involved in the public complaint handling process include:

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| 1. The Principal Secretary | 6. The media |
| 2. Staff Members | 7. Suppliers |
| 3. Complaints Handling Committee | 8. Commissioner of Administrative Justice (CAJ) |
| 4. The General public | |
| 5. Ministries, Departments and Agencies (MDAs) | |

2.0 Reference Documents

Public complaint will be handled guided by the following policy and legal documents:

1. Constitution of Kenya, 2010
2. Executive Order No. 2 of 2023
3. Terms of Reference of the Complaints Committee
4. State Department's Service Delivery Charter,
5. State Department's Strategic Plan
6. State Department's Communication Strategy
7. Circular(s) and Memo(s)
8. Complaints register
9. HR Manual and Policies 2016
10. Public Policy Handbook for Kenya
11. Guidelines on Development of Policy and Legislation
12. Government Legislative Agenda (GLA) Schedule
13. PFRM Act and Regulations
14. Assets and Disposal Acts 2015 and Regulations 2020
15. State Department's Performance Contract

3.0 Process

A complaint can be oral or written. A person(s) can lodge a complaint on their own or on behalf of another person. Individuals, groups, organizations, or institutions can lodge complaints.

3.1 Entry Point /Channels for Lodging Complaints

- **Walk-in or in-person** to the State Department's Offices are located at Kenya Railways Building, Block A, Haile Selassie Avenue, Nairobi.

- **Online** via info@parliamentaryaffairs.go.ke complaints@parliamentaryaffairs.go.ke, or www.parliamentaryaffairs.go.ke
- **Telephone/Text messages** using +254(0)20 2214482
- **In writing** using the State Department's address: P.O. Box 8448 - 00200 NAIROBI.
- **Media** through the mainstream or print media and for social media **Twitter/X** @ParlAffairsKE, and **Facebook**: State Department for Parliamentary Affairs
- **Anonymous Complaint/Suggestion box**
- Any other mode as may be determined by the State Department from time to time

3.2 Recording

All complaints received shall be recorded in the complaints register and accorded a case reference number to facilitate follow-up. The record will include the date, name and contact details of the complainant.

3.3 Investigation and Resolution

- If the complaint is minor, the receiving officer will resolve the complaint and update the register.
- If the complaint is major, it will be forwarded to the relevant department for investigation and resolution. Priority shall be given to urgent cases and acknowledgement of receipt done within two (2) working days.
- Once investigations are complete, the resolutions will be communicated to the complainant within seven (7) working days.

3.4 Follow Up and Quarterly Reports

Follow-up is conducted to prevent recurrence.

Quarterly reports on complaint resolution will be compiled and submitted to the Commission of Administrative Justice (CAJ) in the prescribed format.

3.5 Stages of the Complaint Handling Process – Flowchart

