

Stage 1: The Complaints Handling process

- ✓ Complaints registered and acknowledged.
- ✓ Forwarded to the KIE CAJ Committee/ Staff Committee
- ✓ Straight forward complaints shall be handled at the intake stage, usually by informally contacting the officer complained against. This may involve telephone inquiries seeking preliminary information on the complaint referring the complainant to the department for further assistance.

Stage 2: Complaints Assessment Stage

- ✓ At this stage the complaint will be assessed by the relevant departmental head CAJ Complaints Committee/ Staff Committee. Each complaint shall be checked to ensure that:
 - i. The complaint falls within KIE's mandate
 - ii. The complaint has been lodged with the officer/department concerned
 - iii. Sufficient information has been provided regarding the complaint.
 - iv. The complaint is not before the courts or any other adjudicative body
- ✓ Where one or more of the above is not satisfied, KIE shall write to the complainant, explaining why KIE cannot initiate inquiries.
- ✓ Where appropriate, the letter will detail a course of action which may be appropriate to the complainant such as a request for further details.
- ✓ Where a complaint meets the above requirements, KIE shall initiate enquiries with the relevant officer/department.

Stage 3: Complaints Enquiry Stage

- ✓ The first step shall be to make detailed inquiries of the officer. These enquiries shall be in form of a written request for information to the officer concerned.
- ✓ Once these inquiries have been completed, a decision is taken on to the appropriate course of action for each complaint.

Stage 4: Lack of evidence of maladministration: -

- ✓ Where there is no evidence of maladministration by the officer/department, KIE shall write to the complainant explaining that there was no instance of maladministration and stating the reasons why the complaint does not warrant further investigation

Evidence of maladministration:-

- ✓ Where there is evidence of maladministration by the officer/department KIE shall initiate further inquiries. If at inquiry stage the maladministration and the injustice caused to the complainant can be readily identified, KIE writes to the officer outlining the maladministration identified and suggesting an appropriate remedy.

If the proposed remedy is accepted, the complaint is quickly resolved. However, if the proposed remedy is not accepted, KIE shall initiate further inquiries

Stage 5: Further Inquiries Stage

- ✓ At this point, the complaint shall be reviewed with the complainant.
- ✓ The officer concerned shall be given an opportunity to comment on the facts as presented,
- ✓ The CAJ findings and the redress concerned. Upon receipt of any comments from the officer concerned, the CAJ advises both the complainant and officer concerned