

PROCEDURE ON COMPLAINTS HANDLING

1. Any person who wishes to present a complaint to the Council regarding any practice by an Officer of the Council is strongly advised to fill in the prescribed form in addition to forwarding any complaint letter/document(s).
2. The complainant should fill the form and send its original copy to the Chief Executive Officer (CEO).
3. Information provided on the prescribed form is confidential and will only be used by the Media Council of Kenya (“the Council”) in an authorized manner. The Council may pass on the details of a complaints to other government agencies where appropriate for further action/investigation.
4. Any Council officer receiving a complaint whether oral or written shall record the details in the departmental complaints register.
5. If the complaint is simple, the receiving officer shall resolve the complaint immediately and update the register.
6. If the complaint is moderate or major it shall be escalated to the immediate supervisor for further investigations and resolution, as per the Council’s Service Charter and the complaint register updated in hard copy or soft copy as necessary. If the complaint is not resolved within 7days, it shall be forwarded to the Council’s Public Complaints Handling Committee (“the Committee”) for further investigation and action.
7. The Chairperson of the Committee (“the Chairperson”) shall communicate the action to the complainant and update records. If the complainant is not satisfied the decision of the Committee they shall forward the case in writing to the Chief Executive Officer (C.E.O) for further action as necessary and records updated.
8. All Heads of Departments/Managers shall forward the complaint registers to the Chairperson on a quarterly basis for analysis.
9. The Chairperson shall collate all the complaints and forward them to the Committee through the Secretary on or before the quarterly meetings.

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10. The Committee shall be expected to prepare a report including the following details as per the Commission on Administrative Justice (CAJ) complaints handling reporting template:
 - i. Date the complaint was received;
 - ii. Complaint channel;
 - iii. Name of the complainant;
 - iv. Complaint issue;
 - v. Action taken;
 - vi. Root cause;
 - vii. Corrective action taken to resolve the complaint;
 - viii. Status - this should state if the complaint is:
 - a. Resolved;
 - b. On-going;
 - c. New; and
 - d. Pending complaints from previous quarter (resolved, ongoing).
11. If the C.E.O is the subject of the complaint, the complaint shall be forwarded to the Board Chairman for further action.
12. If any of the Board members is the subject of the complaint, the complaint shall be forwarded to the Principal Secretary or the Cabinet Secretary ICT, Innovation and Youth Affairs for further action.