



THE JOMO KENYATTA FOUNDATION
CUSTOMER COMPLAINTS HANDLING PROCEDURE

Introduction

The Corporate Affairs Officer shall maintain a customer complaints register.

A customer may lodge a complaint through telephone call, personal visit, letters, e-mail, suggestion box, feedback form or any other suitable means.

Handling of Customer complaints

1. All customer complaints should be directed to the Corporate Affairs Office.
2. The Corporate Affairs Officer receives the complaint and verifies its nature. If genuine she/he registers the complaint/issue.
3. If the issue can be resolved at the Corporate Affairs desk she/he takes the necessary action. If not, the Corporate Affairs Officer forwards Corrective Preventive Action Request to the relevant Head of Department for action and further direction.
4. The Corporate Affairs Officer then closes the issue with the customer and forwards the closed Corrective Preventive Action Request.
5. The Corporate Affairs Officer gives feedback to the customer.

