

THE JOMO KENYATTA FOUNDATION

CUSTOMER SERVICE CHARTER

PURPOSE

To provide consistent professional services in book publishing, offer scholarships to bright but needy students in secondary schools across Kenya. The Foundation is committed to caring for and satisfying its customers and beneficiaries.

OUR COMMITMENT

Leadership

We shall be accountable for our actions and lead by example.

Care

We care for our customers.

Teamwork

We shall work together with initiative and enthusiasm.

Safety and health

We shall ensure a safe working environment where everybody's well-being is taken care of.

Honesty and integrity

We shall conduct our activities with honesty and integrity.

Community

We recognize our social and environmental responsibilities and therefore, shall conduct our activities with care and sensitivity to the communities around us.

Products and services

We shall provide quality publishing and scholarship products and services that meet and exceed our customer requirements.

• Publishing

In particular, we shall strive to make our professional publishing services easily accessible to our authors so as to ensure that our publications meet the needs of our customers.

• Scholarships

We shall also offer the best scholarship disbursement services to the bright but needy in the Kenyan society.

Complaints

Where possible, complaints will be dealt with at the initial point of contact. Otherwise complaints that cannot be solved at the point of contact shall be resolved by the concerned persons within 3 weeks.

CUSTOMER RIGHTS

Feedback

- All correspondences will be replied to within 21 working days.
- E-mails will be responded to within 48 hours.
- All telephone calls during official working hours will be answered by the third ring. Whoever picks the phone will identify himself/herself before proceeding with the conversation.

Quality products and services

Our customers are entitled to quality products and services at the most affordable convenience.

Complaint and commendation address

Customers are encouraged to raise both complaints, suggestion for improvement and compliments related to our products and service delivery. A customer has the right to know the name of the officer serving them.

Confidentiality

Our customers will be treated with respect and their matters will be handled with utmost confidentiality.

This Charter is active and will be reviewed regularly in line with our business trends. It will be evaluated annually for purposes of continual improvements. The results of the evaluation will be published in a form accessible to all the stakeholders.

OUR RANGE OF SERVICES

SERVICE	REQUIREMENT	COST	DURATION
Publishing	Submission of typed manuscript for assesment	Free of charge	Reasonable period
Sale of instructional and learning materials		Refer to price list and the <i>Orange Book</i>	Immediate
Editing documents	Customer's draft (soft copy)	KSh. 150 per page	Reasonable period
Typesetting and page design of straight text	Customer's draft and brief	Ksh. 250 per page	Reasonable period
Typesetting and page design of scientific/mathematical text	Customer's draft and brief	Ksh. 1000 per page	Reasonable period
Cover design	Customer's brief	Ksh. 10,000	3 working days
Logo design	Customer's brief	Ksh. 20,000	7 working days
Design of wedding and fundraising cards	Customer's draft and brief	Ksh. 500	3 working days
Design of certificate	Customer's draft and brief	Ksh. 3000	3 working days
Design of business cards and complimentary slips	Customer's draft	Ksh. 500 per item	3 working days
Scanning (to be used in any of the design jobs)	Photos, Illustrations	Ksh. 650 per illustration	

CONTACTS

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