



COMPLAINTS HANDLING PROCEDURE COMPLAINTS CHANNEL		PROCEDURE
1.	Receipt of complaint at the reception	<p>Complaints handling desk is located at the REREC Reception, ground floor, Block C, KAWI house, Bellevue South C, behind Boma Hotel.</p> <p>1. At the reception area a form is provided to be filled by the complainant.</p> <p>2. The complaint is then sent to the concerned officer/ department for resolution. The complaint is recorded for follow up.</p> <p>3. The department concerned acknowledges in 24 hrs and responds within 7 days.</p>
2.	Receipt of complaint by email and telephone	<p>The complaints desk email is complaints@rerec.co.ke; info@rerec.co.ke</p> <p>Our mobile numbers for handling complaints is 0709193000/3600</p> <p>Email and mobile numbers to management are provided to customers on request for purposes of handling complaints.</p>
3.	Resolving complaints	<p>We endeavor to address these complaints in the following manner:</p> <p>Acknowledgement of Correspondence</p> <p>a. Emails: Within 1 working day</p> <p>b. Posted Letters: Within 5 working days after receipt</p> <p>Substantive responses on complaints – within 15 working days</p> <p>We also endeavor to address specific issues raised, provide written reasons supporting the action or position.</p>
5.	Submit report at the end of each quarter on complaints handled and their status.	<p>The department will then compile all the complaints received and handled and submit a report to Management and to the Commission on Administrative Justice.</p>