## COMPLAINTS HANDLING PROCEDURE COMPLAINTS CHANNEL

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