



| COMPLAINTS HANDLING<br>PROCEDURE COMPLAINTS<br>CHANNEL |                                                                                  | PROCEDURE                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                                     | Receipt of complaint at the reception                                            | <p>The complaints handling desk is located at the REREC Reception on the 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 out by the complainant.<br/> 2. The complaint is then sent to the concerned officer/ department for resolution. The complaint is recorded for follow-up.<br/> 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;<br/> <b>info@rerec.co.ke</b></p> <p>Our mobile numbers for handling complaints is<br/> <b>0709193000/3600</b></p> <p>Email and mobile numbers to management are provided to customers upon request for the purpose of handling complaints.</p>                                                                                                                                                                                    |
| 3.                                                     | Resolving complaints                                                             | <p>We endeavor to address these complaints in the following manner:<br/> Acknowledgement of Correspondence<br/> a. Emails: Within 1 working day<br/> b. Posted Letters: Within 5 working days after receipt, Substantive responses on complaints – within 15 working days<br/> We also endeavor to address specific issues raised and 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>                                                                                                                                                                                                                                                                                                |