



**DOCUMENTATION OF KTB PROCESSES IN THE CITIZEN SERVICE
DELIVERY CHARTER**

	
Institution/Organization Name:	Kenya Tourism Board
Affiliations; Ministry /Department/ County/Parent Ministry	Ministry Of Tourism and Wildlife
Economic Alignment:	General Economic and Commercial Affairs (GECA) Sector
Big 4 Alignment	Enabler
Accounting Officer	Dr. Betty Radier
Period: FY	2021 /2022
Process Documentation	
Service Name	Responding to Feedback/Complaints
Brief Description Document Purpose/Service	Complaints Handling Procedure
Document Control Change Record/Version Number	KTB
Processes Owner Name and Position	Chief Executive Chief Executive Officer
Processes Writer (s) Name and Position	1. Assistant Strategy & Compliance manager 2. Complaints Committee
Process Reviewer (s) Name and Position	1. Strategy and Compliance manager

STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/No of Days	Actor
1. Customer complaints are received either email, letter or verbally or physically	The complaint is forwarded to the officer in charge of complaints who should record it in the complaints book and send and acknowledgment letter/ email to the complainant within 2 working days.	- If received on phone response done within 3 rings, Walkin promptly	Compliance department

		- Email 24 hours - Letter 7 days	
2. Complaints processing	The complainant should be informed that the substantive response will be Sent within 7 working days.	If necessary, further details should be obtained from the complainant Either by email or via telephone.	Public complaints Committee
3. Verification of complaint	A full investigation should be carried out by the officer in charge, in consultation with the PCSC committee members, to ascertain the facts of the complaint.	Within the 2 days	Public complaints Committee
4. Feedback and response	Once investigations are concluded the officer in charge should prepare a detailed response to the complainant. The report shall be reviewed by the Chair before the final written response is sent to the Complainant.	Within 7 days	Chairman Public complaints Committee
5. Review of the complaint	If the issues are too complex to complete the investigation within 7 Working days, the complainant should be informed of any delays.	Within 7 days	Public complaints Committee
6. Further review	If a complaint cannot be resolved by the usual complaint process, it should be referred to the Chief Executive Officer for further discussion and the customer given an amended timeframe for resolution	Within 7 days	Chief Executive Officer
7. Closure	Closure of complaint by responding	Within the timelines	Public complaints Committee
8.			

