



REPUBLIC OF KENYA CO  
NAKURU  
NAKURU CITY



MENT OF

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Nakuru

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## GRIEVANCE REDRESS MATRIX

COMPLAINTS REGISTER							
No	Date received	Location	Description of complaint	Person Responsible	Resolution	Status	Date resolved
1.	04/05/2023	Mbugua mbugua	Collapse of boundary wall along chainage 0+ 280 following heavy precipitation leading to backflow of stormwater from the diversion reservoir.	Client/Contractor	Identification of more alternative stormwater diversion ways for contingency.  Allocation of emergency funds to cater for such unforeseen events.  Increase the PC sum for relocation of services	Issue has been resolved.	02/09/2023
2.	29/03/2024	Hotel Waterbuck	Non-compliance with the disability act N0.14 of 2003 by proprietors of premises/building	Client	Notice to the hotel management to build a ramp for purposes of inclusivity	Issue is being worked on.	4/04/2024

