

CITY GENERAL MANUACAL

# NAKURU CITY BOARD COMPLAINTS HANDLING PROCEDURE MANUAL

2024

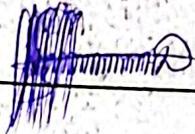
MANAGER  
NAKURU CITY  
P.O. BOX 2070-20100  
NAKURU  
27/8/2024

## APPROVAL

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APPROVED BY: Nakuru City Board

CHAIRPERSON:



DATE:

2/3/2026

CITY MANAGER:



DATE:

2/2/26.

CITY GRANTING AUTHORITY

## DEFINITIONS

For purposes of this Manual:

**Complaint** means an expression of dissatisfaction requiring a response, related to the actions, decisions, services, or conduct of Nakuru City Board.

**Complainant** means any individual or entity submitting a complaint.

**Respondent** means the staff member, department, contractor, or function that is the subject of a complaint.

**Grievance Mechanism** means the structured system established by the City for managing complaints from receipt to closure.

CITY GRIEVANCE MANUAL

MANAGER  
NAKURU CITY  
P.O. Box 2070-20100,  
NAKURU  
Date: 3/3/2026

## **1. CITY'S GRM STATEMENT**

Nakuru City Board is committed to providing accessible, fair, transparent, and timely mechanisms for receiving, handling, and resolving complaints from residents, service users, stakeholders, and the general public. Complaints shall be treated as a critical tool for accountability, service improvement, and enhancement of public trust in city governance.

## **2. LEGAL BASIS**

This Manual is established pursuant to:

- a) The Constitution of Kenya, 2010, Articles 10, 47, 174 and 232;
- b) The Urban Areas and Cities Act, Cap. 275;
- c) The County Governments Act, Cap. 265;
- d) The Public Service (Values and Principles) Act, Cap. 185A;
- e) The Fair Administrative Action Act, Cap. 184;
- f) The Data Protection Act, 2019; and
- g) Any other applicable national laws, regulations, and policies.

## **3. PURPOSE OF THE MANUAL**

The purpose of this Procedure Manual is to:

- a) Establish a standardized and institutionalized complaints handling framework for Nakuru City;
- b) Ensure compliance with constitutional principles of public participation, accountability, and fair administrative action;
- c) Provide clear procedures for the receipt, assessment, investigation, resolution, and reporting of complaints; and
- d) Promote continuous learning and improvement in service delivery.

## **4: SCOPE OF APPLICATION**

This Manual applies to all complaints received by Nakuru City Board relating to:

- a) Service delivery and access to city services;
- b) Administrative or operational decisions;
- c) Conduct of staff, contractors, consultants, or agents;

- d) Procurement and contracting processes;
- e) Development projects and infrastructure implemented or overseen by the City.

The Manual applies to complaints submitted by residents, members of the public, staff, partners, contractors, suppliers, and other stakeholders.

## 5. GUIDING PRINCIPLES

Implementation of this Manual shall be guided by the following principles:

- a) Accessibility and simplicity;
- b) Fairness, impartiality, and independence;
- c) Confidentiality and data protection;
- d) Timeliness and predictability;
- e) Transparency and accountability;
- f) Protection from retaliation;
- g) Continuous learning and service improvement.

## 6. INSTITUTIONAL ARRANGEMENTS

### 6.1 City Manager

The City Manager shall:

- a) Provide overall oversight of complaints handling;
- b) Ensure institutional compliance with existing legal and policy instruments; and
- c) Report to the City Board on complaints trends and corrective actions.

### 6.2 Complaints Handling Unit

The Complaints Handling Unit shall:

- a) Receive, register, assess, investigate, and resolve complaints;
- b) Maintain a secure complaints register;
- c) Communicate outcomes to complainants; and
- d) Prepare periodic reports for management and the City Board.

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NAKURU  
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### 6.3 Grievance Management Committee

The Grievance Management Committee shall:

- a) Handle complex, sensitive, or escalated complaints;
- b) Support mediation and dispute resolution;
- c) Advise management on corrective and preventive actions.

#### 6.4 Staff and Service Providers

All staff and service providers shall cooperate fully with complaints investigations and uphold confidentiality and professionalism.

### 7. COMPLAINT SUBMISSION CHANNELS

Complaints may be submitted through:

Means	Channel
Email	<a href="mailto:nakurucitymanager@gmail.com">nakurucitymanager@gmail.com</a>
Telephone or toll-free line	020 2411440
Online complaints portal	<a href="https://nakuru.go.ke/contact-us/">https://nakuru.go.ke/contact-us/</a>
Complaint box	<b>At the entrance of Nakuru City Disaster and Rescue Center</b>
In-person submissions; written correspondence	<b>Office of the City Manager, 3<sup>rd</sup> Floor, Nakuru City Disaster and Rescue Center Mon – Fri: 8:00am – 5:00pm</b>

Anonymous complaints shall be accepted where sufficient information is provided to allow assessment and action.

### 8. COMPLAINTS HANDLING PROCEDURE

#### **Step 1: Receipt and Acknowledgement**

All complaints shall be recorded within one (1) working day and acknowledged within two (2) working days of receipt.

#### **Step 2: Assessment**

Complaints shall be assessed to determine mandate, severity, urgency, risk level, and potential conflicts of interest.

**Step 3: Investigation**

Investigations shall be conducted fairly, objectively, and confidentially, with due regard to applicable laws and policies.

Sensitive complaints shall be handled in accordance with relevant government procedures and referred to competent authorities where required.

**Step 4: Resolution**

Resolution measures may include explanation, apology, corrective action, service improvement, mediation, or disciplinary action.

**Step 5: Communication of Outcome**

The outcome shall be communicated in writing within fourteen (14) to thirty (30) working days, depending on complexity.

**Step 6: Review and Appeal**

A complainant dissatisfied with the outcome may request a review within fourteen (14) days. The review decision shall be final within the City's internal mechanisms.

**9. TIMEFRAMES**

Action	Time-frame
Acknowledgement	two (2) working days
Investigation and response	fourteen (14) to thirty (30) working days
Review outcome	fourteen (14) working days

**10. CONFIDENTIALITY AND DATA PROTECTION**

All complaints shall be handled confidentially and in accordance with the Data Protection Act and government records management requirements.

**11. PROTECTION FROM RETALIATION**

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NAKURU CITY  
Date: 11/1/2026

No person shall suffer reprisal, victimization, or disadvantage for submitting a complaint in good faith.

## **12. CESSATION OF ENGAGEMENT**

The City may cease further engagement where a complainant engages in abuse, harassment, or submits manifestly malicious complaints, provided such decisions are documented and communicated.

## **13. MONITORING, REPORTING, AND LEARNING**

Complaints data shall be analyzed periodically to identify trends and inform service improvement, policy reform, and risk management.

## **14. PUBLIC AWARENESS**

Nakuru City Board shall publicize this Manual and the complaints mechanism through public notices, digital platforms, community forums, and service delivery points.

## **15. COMMENCEMENT & REVIEW**

This Procedure Manual shall take effect upon approval by the Nakuru City Board and reviewed bi-annually.

# SCHEDULE I: COMPLAINTS INTAKE FORM

## NAKURU CITY BOARD – COMPLAINTS INTAKE FORM

1. Complaint Reference No: \_\_\_\_\_
2. Date Received: \_\_\_\_\_
3. Mode of Submission (tick):  
 Email  Phone  SMS  Online  In Person  Written

### A. Complainant Details (Optional)

4. Full Name: \_\_\_\_\_
5. ID / Organization (if any): \_\_\_\_\_
6. Phone Number: \_\_\_\_\_
7. Email Address: \_\_\_\_\_
8. Physical Address: \_\_\_\_\_
9. Do you wish to remain anonymous?  Yes  No

### B. Complaint Details

10. Department / Service Concerned: \_\_\_\_\_
11. Description of Complaint (*attach additional pages if necessary*):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. Date issue occurred: \_\_\_\_\_
13. Has this issue been reported before?  Yes  No  
If yes, provide reference/details: \_\_\_\_\_

### C. Supporting Information (Optional)

14. Attachments provided:  Yes  No

### D. Declaration

I confirm that the information provided is accurate to the best of my knowledge

MANAGER  
NAKURU CITY  
P.O. BOX 100  
NAKURU  
2010  
20100  
3/3/26

Signature / Thumbprint: \_\_\_\_\_ Date: \_\_\_\_\_

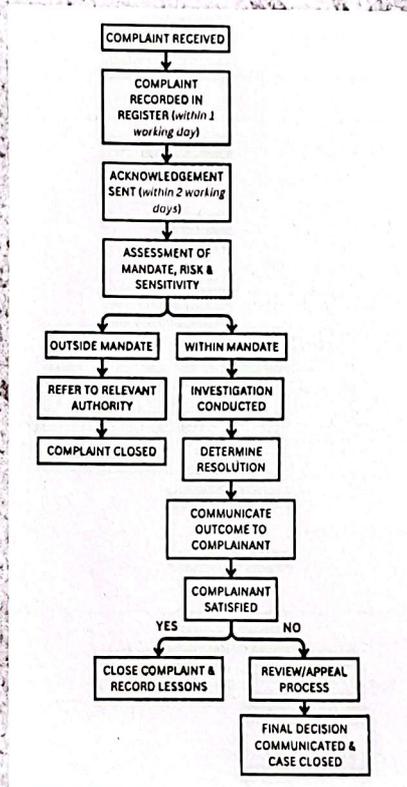
## SCHEDULE II: COMPLAINTS REGISTER

### NAKURU CITY BOARD – COMPLAINTS REGISTER

Ref No	Date Received	Complainant (or Anonymous)	Issue Category	Department/ Directorate	Risk Level	Action Taken	Status	Date Closed

The Complaints Register shall be maintained securely by the Complaints Handling Unit and updated regularly.

## SCHEDULE III: COMPLAINT HANDLING CHART



## SCHEDULE IV: COMPLAINT ACKNOWLEDGEMENT TEMPLATE

**Subject:** Acknowledgement of Complaint Receipt

Nakuru City Board acknowledges receipt of your complaint dated \_\_\_\_\_.  
Your complaint has been registered under Reference No. \_\_\_\_\_.

The matter is under review, and you will receive feedback within the stipulated timelines under the Complaints Handling Policy.

Signed: \_\_\_\_\_  
**Complaints Officer**

## SCHEDULE V: COMPLAINT RESOLUTION NOTICE TEMPLATE

**Subject:** Outcome of Complaint – Reference No. \_\_\_\_\_

Following assessment and investigation of your complaint, Nakuru City Board has resolved the matter as follows:

[Insert decision and actions taken]

If you are dissatisfied with this outcome, you may request a review within fourteen (14) days of receipt of this notice.

Signed: \_\_\_\_\_  
**City Manager / Authorized Officer**

## SCHEDULE VI: APPEAL REQUEST FORM

1. Complaint Reference No: \_\_\_\_\_
2. Reason for Appeal: \_\_\_\_\_

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3. Desired Outcome:

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CITY GRM MANUAL