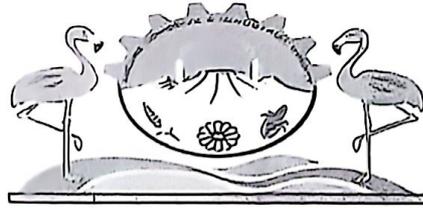


REPUBLIC OF KENYA



NAKURU COUNTY

COUNTY OF UNLIMITED OPPORTUNITIES

# NAIVASHA MUNICIPALITY

## GRIEVANCE SUBMISSION & COMPLAINTS HANDLING GUIDELINE

Board Approved Version

Date: February 2025

Municipality of Naivasha

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NAIVASHA

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MUNICIPAL MANAGER  
VAIVASHA MUNICIPAL  
11 FEB 2025  
BUA 26 - 20117, NAIVASHA

## KUSP II COMPLIANCE REFERENCE

This Grievance Redress Mechanism complies with Kenya Urban Support Programme (KUSP II) governance, environmental and social safeguards requirements. The Municipality shall ensure:

- Accessibility to all project affected persons
- Project-level grievance registers for contractor-led works
- Quarterly grievance reporting
- Transparent documentation and tracking of resolutions
- Escalation mechanisms aligned to KUSP II Program Operational Manual

MUNICIPAL MANAGER  
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11 FEB 2025

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## 1. Introduction

Naivasha Municipality is committed to providing accessible, fair, transparent and timely mechanisms for receiving, handling and resolving complaints from residents, stakeholders, contractors, service users and the general public. Complaints are treated as an accountability tool and a mechanism for improving service delivery and strengthening governance.

## 2. Legal and Policy Framework

This Guideline is anchored on:

- Constitution of Kenya, 2010
- Urban Areas and Cities Act, 2011
- County Governments Act, 2012
- Physical and Land Use Planning Act, 2019
- Fair Administrative Action Act, 2015
- Data Protection Act, 2019
- KUSP II Governance and Safeguards Requirements

## 3. Institutional Arrangement

Naivasha Municipality has established a Grievance Management Committee (GMC) comprising:

- Sub county Administrator/ Municipality Coordinator
- Municipal Administrator
- Ward Administrators/ Ward Coordinator
- Social Safeguards Officer
- Municipal Planner



- Any other officer appointed by the Municipal Manager

The Committee is responsible for receiving, registering, investigating, resolving and reporting grievances.

#### 4. Grievance Submission Channels

Complaints may be submitted through the following channels:

##### A. Physical Grievance Registers

- Municipal Office Grievance Register
- Municipal Park Grievance Register

##### B. Project-Specific Complaint Registers

Where a project is being implemented, especially by a contractor, a dedicated project-specific complaint register shall be maintained at the project site. The contractor must forward complaints to the Municipality within one (1) working day.

##### C. County Website (Municipal Page)

Members of the public may register grievances through the official County Government website under the Municipal page. Once submitted, the grievance is automatically forwarded to the official municipal email for review and action by the Grievance Management Committee.

##### D. Other Channels

- Written letters
- In-person submissions
- Suggestion/complaint boxes



- Telephone (where designated)
- Anonymous submissions (with sufficient detail)

## 5. Complaints Handling Procedure

### Step 1: Receipt and Registration

All complaints shall be recorded within one (1) working day and assigned a reference number.

### Step 2: Acknowledgement

Written complaints shall be acknowledged within two (2) working days.

### Step 3: Categorization

- Minor (resolved immediately)
- Moderate (requires internal review)
- Major (requires investigation and committee deliberation)

### Step 4: Investigation and Resolution

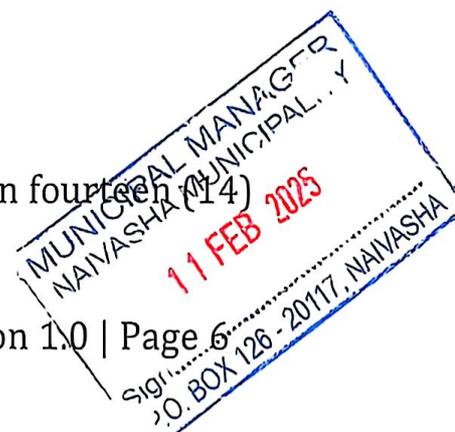
The Committee shall conduct investigations, engage relevant departments or contractors, and determine corrective actions.

### Step 5: Communication of Outcome

Feedback shall be provided within 14–30 working days depending on complexity.

### Step 6: Review/Appeal

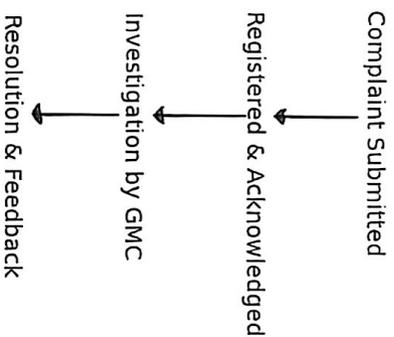
A dissatisfied complainant may request a review within fourteen (14) days.



## 6. Confidentiality and Protection

All grievances shall be handled confidentially and in compliance with the Data Protection Act, 2019. No person shall suffer retaliation for lodging a complaint in good faith.

## 7. Grievance Handling Flow Diagram



## 8. Monitoring and Reporting

The Grievance Management Committee shall prepare quarterly reports and conduct trend analysis to inform service improvement and policy adjustments.