



REPUBLIC OF KENYA



NAKURU COUNTY
COUNTY OF UNLIMITED OPPORTUNITIES

MUNICIPALITY OF GILGIL

COMPLAINTS HANDLING PROCEDURE MANUAL

2026

DEFINITIONS

For purposes of this Manual:

Complaint means an expression of dissatisfaction requiring a response, related to the actions, decisions, services, or conduct of Municipality of Gilgil.

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 Municipality for managing complaints from receipt to closure.

GILGIL MUNICIPALITY

1. MUNICIPALITY'S GRM STATEMENT

Municipality of Gilgil 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 Municipality 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 Gilgil Municipality;
- 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 Municipality of Gilgil relating to:

- a) Service delivery and access to Municipality 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 Municipality.

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 Municipal Manager

The Municipal Manager shall:

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

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	gilgilmunicipality board@nakuru.go.ke
Complaint box	At the entrance of Gilgil Municipality Offices
In-person submissions; written correspondence	Office of the Municipal Manager, GilGil Town along Cross-Road Mon – Fri: 8:00am – 5:00pm

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 Municipality'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

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

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12. CESSATION OF ENGAGEMENT

The Municipal 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

Municipality of Gilgil 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 Municipality of Gilgil and reviewed bi-annually.

APPROVED BY: Municipality of Gilgil

DATE OF APPROVAL: _____

DATE OF COMMENCEMENT: _____

SCHEDULE I: COMPLAINTS INTAKE FORM

MUNICIPALITY OF GILGIL – 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.

Signature / Thumbprint: _____ Date: _____

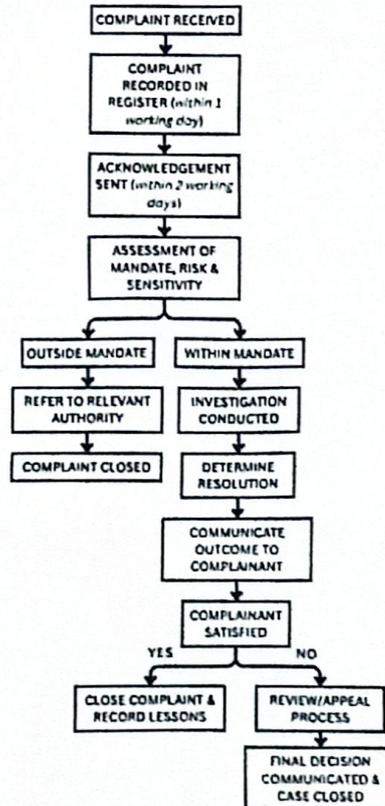
SCHEDULE II: COMPLAINTS REGISTER

MUNICIPALITY OF GILGIL – 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

Municipality of Gilgil 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, Municipality of Gilgil
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: _____
Municipal Manager / Authorized Officer

SCHEDULE VI: APPEAL REQUEST FORM

1. Complaint Reference No: _____
2. Reason for Appeal:

3. Desired Outcome:

Signature: _____ Date: _____

GILGIL MUNICIPALITY