

PROCEDURE ON COMPLAINTS HANDLING

STEP 1: Any NCIA officer receiving a complaint/compliment whether oral or written shall record the details in the departmental complaints register.

STEP 2: If the complaint is simple, the receiving officer shall resolve the complaint immediately and update the register.

STEP 3: If the complaint is moderate or major it shall be escalated to the immediate supervisor for further investigations and resolution, as per the Centre's Service Charter and the complaint register updated as necessary. If the complaint is not resolved, it shall be forwarded to the Principal Communications & Marketing Officer for further investigation and action.

STEP 4: The Principal Communications & Marketing Officer shall communicate the action to the complainant and update records. If the complainant is not satisfied the PCMO shall forward the case to the Manager Business Development for further action as necessary and records updated.

STEP 5: All Heads of Units shall forward their complaint registers to the Senior Communications & Marketing Officer on a quarterly basis for analysis.

STEP 6: The SCMO shall collate all the complaints and compliments and forward them to the Complaints Handling Committee on or before the quarterly meetings.

STEP 7: The Complaints Handling Committee shall be expected to prepare a report including the following details as per the CAJ complaints handling reporting template:

- i. Date the complaint was received
- ii. Complaint channel
- iii. Name of the complainant
- iv. Complaint issue

- v. Action taken
- vi. Root cause
- vii. Corrective action taken to resolve the complaint
- viii. Status - this should state if the complaint is:
 - a) Resolved
 - b) On-going
 - c) New
- ix. Pending complaints from previous quarter (resolved, ongoing)

STEP 8: If the Registrar/CEO is the subject of the complaint, the complaint shall be forwarded to the Board Chairperson for further action