

2018



NYAYO TEA ZONES DEVELOPMENT CORPORATION

COMPLAINTS HANDLING POLICY & PROCEDURE

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1. Introduction

1.1 Purpose

This policy is intended to ensure that the Corporation handles complaints fairly, efficiently and effectively.

Our complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling.

This policy provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

1.2 Scope

This policy applies to all staff receiving or managing complaints from the public made to or about us, regarding our products, services, staff and complaint handling.

For staff grievances, the NTZDC code of conduct and ethics shall apply.

1.3 Organisational Commitment

Nyayo Tea Zones Development Corporation expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
MANAGING DIRECTOR	Promote a culture that values complaints and their effective resolution	<ul style="list-style-type: none">• Provide adequate support and direction to key staff responsible for handling complaints.• Regularly review reports about complaint trends and issues arising from complaints.• Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.• Encourage staff to make recommendations for system improvements.• Recognise and reward good complaint handling by staff.• Support recommendations for products, services, staff and complaint handling improvements arising from the analysis of complaint data.

Complaints Handling Committee	Establish and manage our complaint management system.	<ul style="list-style-type: none"> • Provide regular reports to Managing Director on issues arising from complaint handling work. • Ensure recommendations arising out of complaint data analysis are canvassed with managing Director and implemented where appropriate. • Train and empower staff to resolve complaints promptly and in accordance with NTZDC's policies and procedures. • Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system. • Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. • Recognise and reward good complaint handling by staff.
Staff whose duties include complaint handling	Demonstrate exemplary complaint handling practices	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints. • Assist people make a complaint, if needed. • Comply with this policy and its associated procedures. • Keep informed about best practice in complaint handling. • Provide feedback to management on issues arising from complaints. • Provide suggestions to management on ways to improve the organisation's complaints
All staff	Understand and comply with NTZDC's complaint handling practices.	<ul style="list-style-type: none"> • Treat all people with respect, including people who make complaints. • Be aware of NTZDC's complaint handling policies and procedures. • Assist people who wish to make complaints access the NTZDC's complaints process. • Be alert to complaints and assist staff handling complaints resolve matters promptly. • Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.

2. Terms and Definitions

a) Complaint

Expression of dissatisfaction made to or about us, our products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Only general complaints are covered by this Policy, which has the following exclusions:

- Issues in the complaint that are subject to legal action (Cause of Action in law). If a complaint has already been initiated under the statutory procedures then the process should be suspended until the final outcome of the legal action.
- If the complaint involves allegations of a serious nature, e.g. allegations against staff of a serious nature, for example professional incompetence, corruption, sexual harassment or criminal behaviour. In such a case, the relevant statutes under the law take effect.
- If the complaint is a staff grievance. All Staff Grievances must be submitted to the Head of Human Resource & Administration or Human Resource Manager using the right procedures.
- If the complaint is beyond the scope of NTZDC.

b) Dispute

An unresolved complaint escalated either within or outside of our organisation.

c) Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our products, services or complaint handling where a response is not explicitly or implicitly expected or legally required.

d) Service request

Service requests vary depending on the needs of the NTZDC publics. These are likely to include:

- requests for action by various stakeholders and publics
- routine inquiries about NTZDC mandate
- requests for the provision of products and services
- requests for explanation of policies, procedures and decisions.

e) Grievance

A clear, formal written statement by an individual staff member about another staff member or a work related problem.

3. Guiding Principles

3.1 Facilitation of Complaints Resolution

People Focus

- NTZDC is committed to seeking and receiving feedback and complaints about our services, practices, procedures, products and complaint handling mechanisms.
- Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

People making complaints will be:

- provided with information about our complaint handling process
- provided with multiples and accessible ways to make complaints
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

The Corporation will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

Anonymous Complaints

Anonymous complaints will be investigated and the issues raised where there is enough information provided.

Accessibility

- We will publicise information about how and where complaints may be made to or about the Corporation. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance (e.g. PWDs).
- If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their representative if this is their wish.

No charge

Lodging a Complaint with NTZDC is free of charge.

3.2 Response to Complaints

a) Early resolution

Where possible, complaints will be resolved at first contact with NTZDC.

b) Responsiveness

- i. We will promptly acknowledge receipt of complaints.
- ii. We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.
- iii. We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be

- directed (if known and appropriate).
- iv. We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

c) Objectivity and fairness

- i. We will address each complaint with integrity and in an equitable, objective and unbiased manner.
- ii. We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.
- iii. Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

d) Confidentiality

- i. We will protect the identity of people making complaints where this is practical and appropriate.
- ii. Personal information that identifies individuals will only be disclosed or used by NTZDC as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

3.3 Manage the parties to a complaint

a) Complaints involving multiple parties

When similar complaints are made by related parties we will try to arrange to communicate with a single representative of the group.

b) Managing unreasonable conduct by people making complaints

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

For any behaviour on the part of a complainant adjudged to be unreasonable in their dealings with us, and which significantly affects the progress and efficiency of our work, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

4. Complaint Handling System

Introduction

NTZDC strives to enhance its employee and customer satisfaction by creating an environment that is open to feedback including compliments, suggestions and genuine complaints. The Corporation undertakes to resolve all genuine complaints received and provide access to information upon requests from customers and members of staff in a bid to enhance service delivery and improve on the organization's staff welfare.

Customers and staff and the Kenyan public are therefore encouraged to give their feedback in form of suggestions, compliments or complaints to the management through any of the provided media, i.e. verbally/in person; through the telephone, in writing (letter, email or feedback on NTZDC website); or use of the Suggestion Box. Alternatively, staff can reach the Complaints Resolution Committee and Access to Information officer directly in writing or via the email: complaints@teazones.co.ke or info@teazones.co.ke

Staff Complaints Reporting Procedure

NTZDC staff are advised to adhere to the following procedure when providing feedback e.g. a compliment or a suggestion or lodging a complaint.

Step 1

Raise the complaint with your line manager, i.e. the HOD's, Area Managers or Zone Managers. The line managers are expected to resolve most of the complaints raised within their business units.

Step 2

If the complaint remains unresolved by the line manager, the staff member is encouraged to escalate the complaint to the Head of Human Resource & Administration who is in charge of staff welfare.

Step 3

Staff whose complaints are unresolved in Step 2 above are advised to formally lodge their complaints with the NTZDC Complaints Resolution Committee which will then process the complaint by contacting the relevant department(s) for resolution of the complaint.

Step 4

In the event that the complaint is unresolved at the third stage, the staff member can contact the Managing Director for further direction on resolution of his/her complaint.

Step 5

Alternatively, staff can reach the Complaints Resolution Committee directly via the email: complaints@teazones.co.ke for resolution of their complaints.

NTZDC Complaints Handling Procedure (For both Internal and External Complaints)

Step 1

Once a complaint has been lodged, it shall be recorded and acknowledgement of receipt will be communicated to the complainant within three days.

Step 2

Investigation on the complaint shall then be conducted to establish its authenticity and identify the root cause done.

Step 3

Once the above is established, action will be taken to resolve the complaint.

Step 4

The complainant will then be informed of the action taken and acknowledgement sought on whether he/she is satisfied with it.

Step 5

If the complainant is not satisfied, the complaint will be escalated to the next step until it is resolved.

4.7 Alternative avenues for dealing with complaints

We will inform people who make complaints to or about us about any internal or external review options available to them the Commission on Administrative Justice/Ombudsman or other oversight bodies.

5.0 Continuous improvement

We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- review the complaints management system every three years, and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

6.0 Policy Validation

This Policy is approved for implementation by Nyayo Tea Zones Development Corporation.

MANAGING DIRECTOR

 _____ {Name & Signature}

Date: 13/07/2018