



REPUBLIC OF KENYA

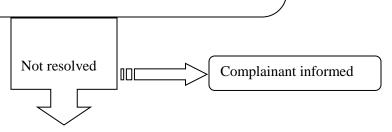
MINISTRY OF ENERGY

PUBLIC COMPLAINTS HANDLING FRAMEWORK

FRONT OFFICE COMPLAINTS

STAGE ONE

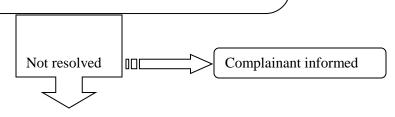
- 1. Complaint received at the Ministry
- 2. Complaint recorded at the public complaint office
- 3. Complaint resolved
- 4. Complainant informed



SENIOR STAFF

STAGE TWO

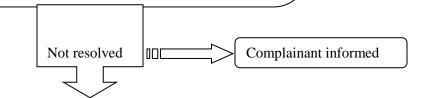
- 1. Complaint forwarded to relevant senior staff
- 2. Complaint is reviewed/investigated
- 3. Complaint resolved
- 4. Complainant informed



PUBLIC COMPLAINTS COMMITTEE

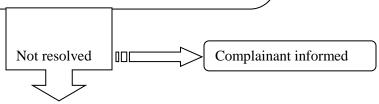
STAGE 3

- 1. Complaint forwarded to the Ministry's public complaint committee
- 2. Committee reviews the complaint and makes appropriate recommendations
- 3. Complaint resolved
- 4. Complainant informed



STAGE 4

- 1. Public complaints committee forwards recommendations to the Principal Secretary
- 2. Complaint resolved
- 3. Complainant informed
- 4. If not resolved PS forwards to external body



EXTERNAL REVIEW

STAGE 5

- 1. External agency (Ombudsman) reviews and resolves complaint
- 2. Complainant informed of resolution
- 3. Not resolved complainant informed of appeal procedure or other legal framework

For further inquiries, please contact the Public Complaints and Access Information Officer through:

- Email: <u>publiccomplaints@energy.go.ke</u>
- psenergy@energy.go.ke
- Tel. 020-4841000 Ext. 1141181/22116/7
- Website: www.energy.go.ke.