



## KENYA ACCREDITATION SERVICE

Document Title: **Complaint Management**

Document Identifier	Ver	Issue Date	Effective date	Type	Page No
KENAS-TS-OP-007	03	11/02/2016	11/03/2016	OP	1 of 4

### Approval and Authorisation

Completion of the following signature blocks signifies the review and approval of this Document.

Name	Job Title / Role	Signature	Date
Authored by	COMPLAINTS LIAISON OFFICER	<i>Approved</i>	11/02/2016
Checked by	ASSISTANT DIRECTOR - CERTIFICATION	<i>Approved</i>	11/02/2016
Approved by	DEPUTY DIRECTOR - TECHNICAL SERVICES	<i>Approved</i>	11/02/2016

### Periodic Review Approval and Authorisation

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Required by: (02/2019)

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# KENYA ACCREDITATION SERVICE

Document Title: Complaint Management

Document Identifier	Ver	Issue Date	Effective date	Type	Page No
KENAS-TS-OP-007	03	11/02/2016	11/03/2016	OP	2 of 4

## 1 OVERVIEW CONTENT

### 1.1 Process Overview

This operating procedure takes into consideration, the process of receipt of complaints through to investigation and resolution.

### 1.2 Purpose

This procedure defines how complaints are handled by KENAS.

### 1.3 Scope

This procedure is applicable to all types of complaints related to activities under the mandate of KENAS.

### 1.4 Role(s) and Responsibility

Role	Responsibility
CEO	<ul style="list-style-type: none"><li>Principal responsibility of administering this procedure.</li></ul>
MR	<ul style="list-style-type: none"><li>Principal responsibility of ensuring that this procedure remains suitable for its intended purpose.</li></ul>
KENAS staff	<ul style="list-style-type: none"><li>Receive complaints in any form and register the same in the complaints register.</li></ul>
Complaint liaison officer	<ul style="list-style-type: none"><li>To collate logged in complaints in the register.</li><li>Provide quarterly complaint reporting to Commission on Administrative Justice on their standard form.</li></ul>

## 2 DEFINITIONS/ABBREVIATIONS

The table below defines new or changed terms that are included in or associated with this process.

Term	Definition
Complaint	Refers to any form of dissatisfaction regarding any of the KENAS activities
MR	Management Representative
CEO	Chief Executive Officer



## KENYA ACCREDITATION SERVICE

**Document Title: Complaint Management**

Document Identifier	Ver	Issue Date	Effective date	Type	Page No
KENAS-TS-OP-007	03	11/02/2016	11/03/2016	OP	3 of 4

### 3 PROCESS INSTRUCTIONS

#### 3.1 Receipt of Complaints

- 3.1.1 Any member of staff of KENAS may receive verbal, e-mail, filled form, fax telephone call complaints and should log in the details of the complaint, the nature of complaint in the complaints register form KENAS-TS-F-012, forward to the complaints liaison officer who will forward to the CEO for noting and acknowledgment. The CEO will forward the complaint to MR for investigation and log into Q-pulse.
- 3.1.2 Complaints can be logged in directly in the KENAS website using a dedicated link [www.kenas.go.ke](http://www.kenas.go.ke) by dedicated telephone lines +254 725227640, +254 787395679, by letter, E mail. Once received 3.1.1 shall be followed.
- 3.1.3 On a quarterly basis, details required by the Commission on Administrative Justice for complaint reports shall be extracted from the register and presented to the commission by the Complaints Liaison officer.

#### 3.2 Investigation

- 3.2.1 The MR shall look at the nature of the complaint and assign a relevant officer or team to investigate the complaint as per KENAS-TS-F-013 or process flow in Q-pulse with a view of establishing the root cause and corrective action thereof.
- 3.2.2 The investigation shall be done instantly where possible and in any case not more than 14 days, unless external parties are involved in the investigation in which case the complainant shall be informed when to expect response from KENAS. The results of the investigation shall be forwarded for discussed with the MR and the Head of Department where investigation lies. The two shall sign the investigation sheet and forward to CEO for approval and onward communication to the complainant.

Where the complaint is immediately resolved by the relevant KENAS officer, the officer shall record the resolution in the complaints register.

### 4 REFERENCE AND RELATED DOCUMENTS

Ref	Document Identifier	Document Title
1.	KENAS-QM-MAN-001	KENAS Quality Manual
2.	KENAS-TS-OP-003	Identification, management of non-conformities and corrective actions
3.	ISO/IEC 17011	Conformity Assessment – General requirements for accreditation bodies accrediting conformity assessment bodies
4.	KENAS-TS-F-012	Complaint register



## KENYA ACCREDITATION SERVICE

**Document Title: Complaint Management**

Document Identifier	Ver	Issue Date	Effective date	Type	Page No
KENAS-TS-OP-007	03	11/02/2016	11/03/2016	OP	4 of 4

5.	KENAS-TS-F-013	Complaints, Non-conformities and anomalies form
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### 5 PROCEDURE TRAINING

Staff performing one or more of the roles specified in this procedure shall be taken through training to ensure that they demonstrate the capabilities required to successfully perform the activities described. A period not more than one month shall be allocated between the issue date and effective date to facilitate such training.

### 6 REVISION HISTORY

Date	Ver	Revised By	Reason For Revision
03/02/2012	01	AD H&S	<ul style="list-style-type: none"><li>Initial on the new numbering system, superseded KENAS-OP-05</li></ul>
03/02/2013	02	Complaints Liaison Officer	<ul style="list-style-type: none"><li>Introduction of the complaints liaison role</li><li>Incorporation of electronic complaint notification</li><li>Incorporation of KENAS website details and direct lines for complaint management</li></ul>
11/02/2013	03	Complaints Liaison Officer	<ul style="list-style-type: none"><li>Alignment of the process overview</li><li>Inclusion of Q pulse</li></ul>