



KENYA PIPELINE COMPANY LTD

Handling Public Complaints

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KENYA PIPELINE COMPANY LIMITED

Document Title:	Handling of Public Complaints			
Document Identifier	Ver	Effective Date	Type	Page No
KPC-CCD-P-006	001	10/02/2023	P	Page 2 of 4

The signatures above certify that these Standard Operating Procedures have been reviewed and accepted and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

TABLE OF CONTENTS

1.	PURPOSE.....	3
2.	SCOPE.....	3
3.	TERMS AND DEFINITIONS.....	3
4.	ROLES AND RESPONSIBILITIES.....	3
5.	PROCESS INSTRUCTIONS.....	3
6.	RISKS AND OPPORTUNITIES.....	4
7.	RECORDS.....	4
8.	REFERENCE AND RELATED DOCUMENTS.....	4
9.	PROCEDURE TRAINING / AWARENESS.....	4
10.	AMMENDMENT/REVISION HISTORY.....	4



KENYA PIPELINE COMPANY LIMITED

Document Title:	Handling of Public Complaints			
Document Identifier	Ver	Effective Date	Type	Page No
KPC-CCD-P-006	001	10/02/2023	P	Page 3 of 4

1. PURPOSE

This procedure is intended to ensure that all public complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

The acknowledgement of receipt of public complaints from the Ombudsman's office shall be within two working days and where the receipt of Compliance Certificate from the Ombudsman.

2. SCOPE

This procedure covers the period from when a complaint is raised at any of the company Depots/Installations or from the Ombudsman's Office, acknowledgement, and resolution.

3. TERMS AND DEFINITIONS

3.1 **Interested Party** – person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

4. ROLES AND RESPONSIBILITIES

4.1 Corporate Communications Manager

- 4.1.1 Compile a summary of complaints received by KPC and track the status
- 4.1.2 Acknowledgement Complaints as necessary
- 4.1.3 Review the complaint and liaise with the relevant department(s)/stakeholder to conduct investigation and resolve complaint(s)
- 4.1.4 Communicate with Ombudsman office on the outcome of the investigation
- 4.1.5 Ensure all complaints and action taken forwarded to Ombudsman quarterly basis
- 4.1.6 Close the compliant

5. PROCESS INSTRUCTIONS

- 5.1 Receive a complaint
- 5.2 Acknowledgement of complaint
- 5.3 Liaison with relevant department to resolve complaints & informing Ombudsman office
- 5.4 All complaints and action taken forwarded to Ombudsman quarterly



KENYA PIPELINE COMPANY LIMITED

Document Title:	Handling of Public Complaints			
Document Identifier	Ver	Effective Date	Type	Page No
KPC-CCD-P-006	001	10/02/2023	P	Page 4 of 4

5.5 Close the complaint

6. RISKS AND OPPORTUNITIES

6.1 Refer to the Current Departmental Risk Registers in Bomba hub

7. RECORDS

7.1 List of complaints and status

8. REFERENCE AND RELATED DOCUMENTS

Ref	Document Identifier	Document Title
1.	N/A	Annual Budget
2.		

9. PROCEDURE TRAINING / AWARENESS

9.1 Staff performing one or more of the roles specified in this procedure and other new or revised procedures shall be made aware of the existence of the procedure. A period not more than one month shall be allocated between the issue date and effective date to facilitate such notification or awareness. If training is conducted the training records shall be kept. The document shall be posted on the database as soon as it is issued.

10. AMMENDMENT/REVISION HISTORY

DATE	VERSION	REVISED BY	REASON FOR REVISION