

COUNTY GOVERNMENT OF BUNGOMA

THE MUNICIPALITY OF KIMILILI



GRIEVANCE HANDLING MECHANISM

GRIEVANCE HANDLING MECHANISM FOR THE MUNICIPALITY OF KIMILILI

1.	Introduction	<p>The multiple projects implemented within the municipality inevitably invite community grievances and feedback requiring immediate resolution and response. An appropriate grievance redress mechanism is implemented as an effective tool for the identification, assessment, and resolution of complaints that may arise during project implementation.</p> <p>The Grievance Redress Mechanism (GRM) is an avenue/system for individuals, groups, and communities to raise and report complaints if they feel that a municipality project has or is likely to have adverse effects on them, their community, or their environment. The GRM seeks to ensure that complaints raised by project-affected persons, project beneficiaries, and stakeholders are promptly acknowledged, reviewed, and addressed.</p>
2.	Framework	<p>The grievance mechanism will utilize existing formal or informal grievance mechanisms/Complaints Handling Systems in the municipality, supplemented as needed with project-specific arrangements. It will be adapted and approved by the Board to guide Complaints Handling. The grievance mechanism is proportionate to the potential risks and impacts of the project and is accessible and inclusive for use during the project cycle.</p>
3.	Purpose	<p>This document describes the steps to be followed by the Municipality in handling and managing complaints to ensure that all lodged complaints are dealt with in a fair, efficient, and timely manner.</p> <p>The County Government of BUNGOMA acknowledges the significance of identifying and mitigating potential risks, conflicts, and tensions throughout its projects' design and implementation phases. The Government also recognizes the need to address the concerns and grievances of parties affected by the projects' environmental and social performance. To accomplish this, the municipality will implement this well-designed grievance redress mechanism (GRM).</p> <p>The objectives of this GRM are as follows:</p>
		<ol style="list-style-type: none"> i. Provide stakeholders with an effective platform to seek resolution or address any disputes that may arise during the project's implementation before they escalate into unmanageable conflicts. ii. Ensure that appropriate and mutually acceptable methods for redress are identified and implemented to the satisfaction of the complainants. iii. Minimize the reliance on judicial proceedings by facilitating alternative resolution methods.
4.	Scope	<p>This Grievance Redress Mechanism covers various steps from reporting/lodging, investigation, and feedback mechanisms. The procedure is only applicable to all the projects implemented by KIMILILI Municipality.</p>

<p>5. Terms and Definitions</p>	<p>a. CAJ- The Commission on Administrative Justice.</p> <p>b. Complaint- An expression of dissatisfaction by a person or persons or a group, institution, or organization about an unsatisfactory or unacceptable situation, including an act or omission, or about the standard of service; whether the action was taken, or the service provided by the person, the institution itself or a body acting on behalf of the public institution.</p> <p>c. Feedback- A comment or concern that can be positive or negative but does not require a formal response.</p> <p>d. Grievance Redress Mechanism- An effective tool for early identification, assessment, and resolution of complaints on projects.</p> <p>e. Lodging - The making of a formal or official complaint about a public institution or a public officer.</p> <p>f. Resolution – The provision of sufficient information or a remedy or solution to the satisfaction of the complainant. It is also a situation where the complainant is unsatisfied, and the public institution has taken the complaint through due process and made a just decision.</p>
<p>6. Responsibility and Authority</p>	<p>6.1 : The projects will be domiciled at the office of the Municipal Manager who shall therefore be chiefly responsible for the resolution of all project-related grievances. The Municipal Manager can delegate to other officers under them.</p> <p>6.2 : The Municipality also has a designated Internal GRM focal person who will have a dedicated GRM desk at the municipality offices to provide a single-entry point to submit complaints directly to the municipality and ensure the municipality's responsiveness and accountability. The Internal GRM focal person shall be responsible for implementing and maintaining this complaints mechanism (Procedure) and managing grievances on a day-to-day basis.</p> <p>The Internal GRM focal person is Elizabeth Masinde Tel No 0726107281</p> <p>6.3 : The secretary to Municipal KUSP External GRM Committee shall be the External GRM focal person at the external level and shall be based at the neighbourhood. He/she shall be receiving grievances at the external level in multiple formats including in person, phone calls, text messages, social media, and referrals from the chiefs' offices.</p>
	<p>The External GRM focal person is Benjamin Namayengo Tel No 0751053501</p>

<p>7. The GRM Structure</p>	<p>A two-level Redress mechanism is planned to address all complaints during the project implementation. The committees are required to ensure accessibility and general awareness of the Grievance Redress Mechanism.</p> <p>7.1 : First Level of Redress: External Level</p> <ul style="list-style-type: none"> • The main targets at this level are the project implementers, executors, communities and project beneficiaries and their related institutions. At external implementation level, the existing Municipal External GRM committee shall be adopted and trained to handle complaints. The External GRM Focal Persons shall dedicate days when they are available to receive complaints. Once the focal person receives a complaint, they shall be mandated to register the complaint, investigate, and recommend an action. The received complaint shall be recorded on a standardized <i>GRM/001</i> form as shown in <i>Annex 1</i>. As soon as a complaint is received, an acknowledgement, <i>GRM/002</i> is issued (<i>Annex 2</i>). • The Municipal External GRM Committee shall then dedicate days when they are available to resolve the received complaints. The deliberations of the meetings and decisions taken are recorded on a <i>GRM/003 form (Annex 3)</i>. If the complainant is not satisfied with the recommendation, they shall be advised to report to the second level of redress. • The resolution at the first level will take a maximum of 14 working days and the concerned shall be notified through a standardized disclosure form, <i>GRM/004</i> as shown in <i>Annex 4</i>. Should the Grievance not be solved within 14 days of receipt, it would be referred to the second level of Grievance Redress. However, suppose the complainant requests for an immediate transfer of the issue to the next level or is dissatisfied with the recommendation, in that case, the issue will be taken to the next level. • This External GRM Focal Person shall be obligated to submit a quarterly report using the standardized <i>GRM/005</i> form as in <i>Annex 5</i> and a summary of registered complaints as in <i>Annex 8</i> to the Internal GRM Focal Person who shall submit them to the county public administration office and the complaints shall eventually be transmitted to the respective Project Coordination Team. <p>7.2: Second Level of Redress: Internal Level</p> <ul style="list-style-type: none"> • The main targets at this level are the funding agencies, project implementers, executing entities, communities, project beneficiaries and their related institutions. At the internal implementation level, the existing Internal GRM Committee shall be trained to handle complaints. The secretary to the Internal GRM Committee shall be the focal person for GRM matters at the municipality level. Once the focal person receives a complaint, he/she shall be mandated to register the complaint, investigate, and recommend an action. The received complaint shall be recorded on a standardized <i>GRM/001</i> form as shown in (<i>Annex</i>
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		<p>1). As soon as a complaint is received, an acknowledgement, <i>GRM/002</i> is issued (<i>Annex 2</i>).</p> <ul style="list-style-type: none"> • The <i>Internal GRM Committee</i> shall then dedicate days when they are available to resolve the received complaints. The deliberations of the meetings and decisions taken are recorded on a <i>GRM/003 form (Annex 3)</i>. • The resolution at the second level will also take a maximum of 14 working days and the concerned shall be notified through a standardized disclosure form, <i>GRM/004</i> as shown in <i>Annex 4</i>. Should the Grievance not be solved within 14 days of receipt, it would be referred to the County GRM Technical Committee. However, suppose the complainant requests for an immediate transfer of the issue to the respective County GRM Technical Committee or is dissatisfied with the recommendation. In that case, they shall be advised to report to the respective County GRM Technical Committee. • Should the Grievance not be solved by the respective County GRM Technical Committee within 14 days of receipt, it would be referred to the County Office of the Ombudsman. However, suppose the complainant requests for an immediate transfer of the issue to the County Office of the Ombudsman or is dissatisfied with the recommendation. In that case, they shall be advised to report to the County Office of the Ombudsman. • These GRM Focal persons shall be obligated to submit a quarterly report using the standardized <i>GRM/005</i> form as in <i>Annex 5</i> of registered complaints to the County Secretary and the respective Project Coordination Team.
8.	<p>Channels for Lodging Complaints</p>	<p>The complaints can be made in writing, verbally, over the phone, by email or social media post.</p> <p>Multiple channels will be availed to the public for registering their complaints on the municipality projects, including:</p> <ol style="list-style-type: none"> 1. In-person visits to the GRM Focal Persons at the Municipality offices. 2. Telephone and texts via attached GRM Focal Persons contacts. 3. Municipality email address (kmuboard2019@gmail.com).
9.	<p>Procedure</p>	<ol style="list-style-type: none"> 1. The points for receiving complaints, the municipality GRM desk, at the municipality offices, shall have all forms required in addressing the grievances. 2. The officer receiving the complaint should try to obtain relevant basic information regarding the grievance. 3. The complaints should be collated onto the complaints form (<i>GRM/001</i>) and logged into a <i>GRM register (Annex 6)</i>. 4. As soon as a complaint is received, an acknowledgement form (<i>Annex 2</i>) will be issued to the complainant. 5. Complaints will be reviewed by the GRM focal persons at all grievance redress levels within 7 days of receipt.

6. The GRM Committees shall be expected to resolve the registered complaints within 14 days of receipt, and the deliberations of the meetings and decisions taken be recorded on a *GRM/003 form (Annex 3)*.
7. The concerned shall be notified by the respective GRM Focal persons through a standardized disclosure form, *GRM/004* as shown in *Annex 4*.
8. The GRM focal persons shall be expected to **prepare a report** that includes but is not limited to the following and forward it to the County Public Service offices.
 - a. The nature of the complaint.
 - b. The written or oral evidence submitted on the matter and the name and details of the complainant.
 - c. Officer(s) assigned to handle the complaint lodged and evidence of resolution of the complaint.
 - d. Conclusions or findings on the complaint.
 - e. A statement of opinion by the Committee on the matter coupled with any material information mitigating or aggravating the complaint.
 - f. Feedback given to the complainant concerned.
9. Upon receipt of the External GRM Committee complaints report, the Internal GRM Focal Person will on a quarterly-basis share a compiled report of all municipality complaints with the County GRM Technical Committee through the Public Service office, and copy the Municipal Manager. The respective County Technical Committee secretary shall submit to the respective project coordination team, and copy the County Secretary and office of the Ombudsman.
10. Confidential complaints such as incidences of Gender-Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) will be guided by a complaints protocol (to be prepared) and all the implementers will be trained on the same. The grievance focal persons identified shall be trained on the complaints protocol.
11. Complaints regarding GBV/SEA will be kept confidential and reported through a different procedure.
12. No disciplinary or legal action will be taken against anyone raising a complaint in good faith.
13. The complaints handling email and telephone numbers will be disseminated widely to all stakeholders.
14. The GRM Committees shall have specific terms of reference concerning their mandate.
15. The GRM Committees shall resolve complaints and give feedback to the complainant within **14 days of receipt**.
16. If the complainant is dissatisfied with the feedback provided, further consideration shall be given to options including mediation, reconciliation, or negotiation towards remedying the complaint.
17. If the complaint is not resolved by the above mechanisms, the complainant shall be referred to the County Office of the Ombudsman, the respective Project

		<p>Coordination Team, the National Environment Complaints Committee (if the nature of the complaint affects the environment) or to a court of law as a last resort.</p> <p>18. The Chairperson of the Internal GRM Committee shall inform the Municipal Manager, immediately and in writing, when all the alternative dispute/ complaint handling mechanisms fail and a decision is made to refer the matter to the Office of the Ombudsman or other recourse measures, such as the court of law.</p> <p>19. When handling complaints, all the GRM focal persons shall ensure that they correctly interpret and strictly adhere to the laid down procedures according to laws and regulations to protect the rights of the complainant, the affected persons, and the public.</p>
10	Complaints registration and handling	<ol style="list-style-type: none"> 1. All grievances will be registered in the grievance register (GRM Register) acknowledged within 7 days and responded to within 14 days of receiving the grievance. 2. The complainant will be informed of the corrective action taken within 14 days of lodging the complaint. 3. Individuals who submit their comments or grievances have the right to request that their names be kept confidential. 4. Individuals unable to lodge complaints are allowed to have other persons register complaints on their behalf. 5. The GRM Focal Persons will keep a log of all grievances received and addressed. 6. The grievance management reports will be compiled and forwarded to the County Public Service and Administration and submitted to interested stakeholders including the CECM Urban Areas, County Secretary, Office of the Ombudsman and respective project coordination team. 7. If a complainant is not satisfied with the way his/her grievance has been responded to or handled by the GRM Committees, the Committee will invite representatives of the relevant local community to participate in the process so that a mutually agreed solution is identified and implemented. 8. At all times, complainants are also able to seek legal remedies per the laws and regulations of the Republic of Kenya (including the Office of the Ombudsman, the International Council of Jurists, and courts of law).
11	Access to information	<p>The focal persons shall also be responsible for ensuring access to information. Persons requesting information shall do so through the Access to information request form that shall be filled in duplicate (<i>Annex 10</i>). All details of requested information shall be filled in an Access to Information Register template (<i>Annex 9</i>).</p>

12	References	I. Commission on Administrative Justice Kenya, (2016). <i>The Kenya Public Sector Complaints Handling Guide</i> . Nairobi. II. KIMILILI Municipality Service Delivery Charter. III. Ministry of Labour and Social Protection State Department of Social Protection, (2020). IV. Second Kenya Urban Support Program (KUSPII) Program Operation Manual. (2024).		
	Records and Annexes	Complaints handling templates		
14	Amendment Record Sheet	Revision Number	Date:	Description of Change:
15	Inception meeting minutes	Rev 1	22 nd November 2024	Revised as per recommendations by the KUSP National Project Coordination Team (NPCT).
Prepared By:				

13.

Annex 1: Complaints lodging form (GRM/ 001)

Date: (dd/mm/yyyy) Place of issuing complaint.....

Complaint no.:

Mode of Receipt (please tick where applicable):

Writing Verbal Phone Fax Email

Details of the Complainant:

Name (optional): Gender: Address:

..... Email address:

Phone no.:

Location of complaint/concern:

Village/Area:

Category of Complainant (please tick where applicable): i. Project Beneficiaries ii. Project Executors

iii. Project implementers iv. Funding agencies

v. Other interested party (Please specify)

Category of Grievances (please tick where applicable):

i. Project implementation related.

ii. Social iii.

Environment

Have you reported this matter to any other public institution?

If yes which one? _____

Has the matter been subjected to court proceedings?

No

Yes No

Yes

Brief Description of the Grievance:

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(Attach letter/petition (if reported to a court of law) /documents detailing grievance information as submitted)

Attachments: (1) _____ (2) _____ (3) _____

Annex

2: Acknowledgement Receipt (GRM/002)

Complaint no.: Date of issuing complaint: (dd/mm/yyyy)

Place of issuing complaint:

Village/Area:

Details of the Complainant:

Name: Age:

Address: Gender:

Email address: Phone no.:

Do you request that identity be kept confidential? Yes

No

Supporting documents submitted:

i.

ii.

iii.

iv.

v.

Summary of complaint:

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Name of Officer receiving Complaint: _____

Signature of Officer receiving Complaint: _____

3: Grievance Redress Resolution Meeting (GRM/003)

Date of Meeting:.....Complaint no.:.....

Venue of Meeting:

List of participants:

Complainant Side

1)

Annex

2)

Grievance Committee Members

- 1)
- 2)
- 3)

Summary of Grievance:

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Key discussions:

- 1)
- 2)
- 3)
- 4)
- 5)

Decisions Made/Recommendations by the Grievance Committee:

- 1)
- 2)
- 3)

Status of Grievance (tick where applicable):

Solved **Unsolved**

Chairperson's name: _____

Chairperson's signature: __ Date (dd/mm/yyyy): _ 4:

Grievance Disclosure Form (GRM/004)

Village/Area

Result of Grievance Redress

- 1. Complaint no.
- 2. Name of Complainant:
- 3. Date of Complaint:
- 4. Summary of the Complaint:

Annex

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5. Summary of Resolution:

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6. Level of Redress (please tick where applicable)

First/External

Second/Internal

7. Date of grievance redress (dd/mm/yyyy): _____

Name of complainant: _____

Signature of the Complainant, indicating acceptance of the solution to his/her grievance:

Name of Grievance Handling Officer: _____

Signature of Grievance Handling Officer: _____

Date (dd/mm/yyyy): _____

(Note: Copy to be sent to the complainant and the Internal GRM Focal Person)

5: Quarterly Report of Registered Complaints (GRM/005)

Committee Handling

Date (dd/mm/yyyy)

Period (Quarter ending) i.

Details of Complaints Received:

Annex

Place of Issuing Complaint	Name & Address of Complainant	Location of complaint/concern	Date of Receipt	Complaint no.

ii. Details of Complaint Investigation:

Complaint no.	Complaint Issue	Root Cause of Complaint	Decision Arrived at	Corrective/Preventive Action Taken	Date of Completing Investigation

iii. Details of Grievance Redress Meetings:

Complaint no.	Date of meeting	Venue of meeting	Names of participants	Decisions/Recommendations made

iv. Details of Grievances addressed:

Complaint no.	Date of issuing complaint	Category of complainant	Category of grievance	Brief description of grievance	Date of complete resolution and Disclosure

(Note: Copy to be sent to the complainant and the Internal GRM Focal Person)

Annex 6: Grievance Register (GRM Register)

Date	Complaint from	Channel of complaint	Category of grievance	Category of complaint	Nature of complaint/ service issue, e.g. delay	Type of root cause – physical (e.g. system failure), human (e.g. inefficient officers, slow, unresponsive) or organization (e.g. policies, procedures, regulations)	Date of acknowledgement	Remedy granted	Corrective/preventive action to be taken	Feedback given to the complainant and the date

Annex 8: Complaints summary reporting template

Complaints Data (Totals)										Deviations from the Previous Quarter				Recommendations for system improvement		
No. of complaints received	The main mode of lodging the complaints	Complaints resolved		Complaints ongoing		Total Number New		Duration taken to resolve, e.g. spot resolution, 1 day, 7 days, 14 days, 1 month, quarterly, annual		Complaints resolved		Complaints ongoing		Total Number New		
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	

Compiled by:

Signature:
Signature:

Date:
Date:

Approved by:

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Annex 9: Access to information register template

No.	Date Received	Name of Requester	Type of information Requested	Requisition Channel	Request Status	Date decision was communicated

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Annex 10: Access to information request form (To be filled in duplicate)

Ref. No.

SECTION A: PERSONAL DETAILS Requester's Name:

..... Nationality:

Gender (Male/ Female/Other): ID Number: Age:

Village: Mobile No.

Email (where applicable)

Occupation: Disability (Yes/ No):

If yes, type of disability:

Member of Vulnerable/Minority Group (Yes/ No):..... If yes, describe:

.....

...

SECTION B: DESCRIPTION OF INFORMATION REQUESTED

ITEM	DESCRIPTION
Type of information requested for	
I would like to (tick all that apply)	<input type="checkbox"/> Inspect the record <input type="checkbox"/> Listen to the record <input type="checkbox"/> Have a copy of the record availed to me
Delivery Method (tick where applicable)	<input type="checkbox"/> Collection in person <input type="checkbox"/> By email
Does the information requested concern the life or liberty of any person?	<input type="checkbox"/> No <input type="checkbox"/> Yes (explain)
Is the request being made on behalf of another person or group of persons?	<input type="checkbox"/> No <input type="checkbox"/> Yes (explain)

Place of Submission:

Signature of Applicant:

Date:

Section C: For Official Use

