



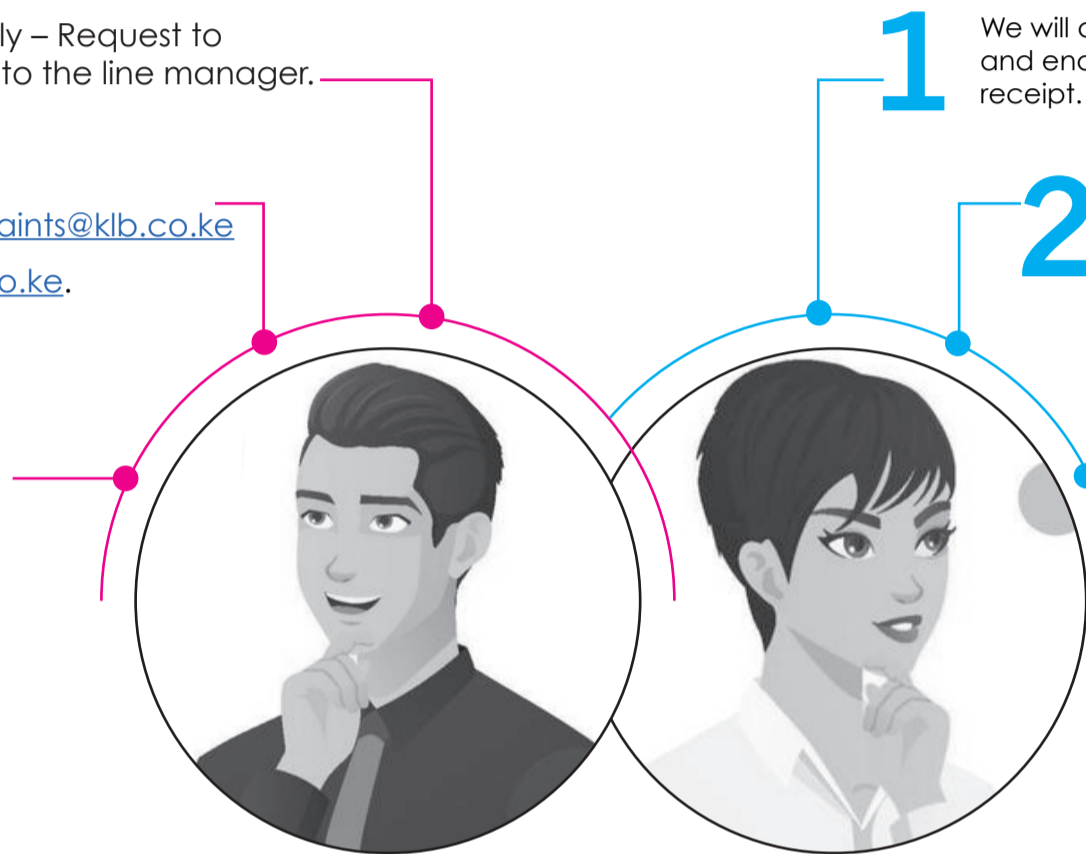
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# COMPLAINTS HANDLING PROCEDURE

## PROCEDURE TO RAISE A COMPLAINT

Where our services do not meet the standards, as stipulated in our Service Delivery Charter, you may forward your complaints through the following channels:

- 1** Verbally – Request to speak to the line manager.
- 2** Email – [publiccomplaints@klb.co.ke](mailto:publiccomplaints@klb.co.ke) or [info@klb.co.ke](mailto:info@klb.co.ke).
- 3** Letter – Write to the Managing Director.



## COMPLAINTS HANDLING PROCESS

- 1** We will acknowledge complaints and enquiries within seven (7) days of receipt.
- 2** We will acknowledge receipt of other disputes and complaints received through email, letters and related communication within seven (7) days.
- 3** We will make our decision known on any matter brought before the Complaints Handling Committee within 30 working days following the conclusion of investigations.

## STEPS TAKEN



## COMPLAINTS CHANNELS

All complaints shall be handled with confidentiality and should be forwarded to us through the following channels:

<b>Letters:</b> The Managing Director, Kenya Literature Bureau, P.O. Box 30022-00100 GPO, Nairobi.	<b>Telephone :</b> +254 (20) 3541196/7 +254 711 318 188 +254 732 344 599	<b>Email :</b> <a href="mailto:Info@klb.co.ke">Info@klb.co.ke</a> <a href="mailto:publiccomplaints@klb.co.ke">publiccomplaints@klb.co.ke</a>	<b>Social Media:</b> Facebook: Kenya Literature Bureau Twitter: <a href="#">klb_kenya</a>
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