

COMPLAINTS HANDLING PROCEDURE

The National Construction Authority is dedicated to ensuring utmost professionalism when it comes to service delivery. Clients are encouraged to give feedback on services rendered to enable the improvement of said services. The Authority investigates any complaints in confidence and acts on them accordingly. The complaint can be either against the Authority directly or against a stakeholder of the Authority, such as an employee, construction firm, contractor or professional body involved in construction. The standard procedure for handling complaints is as follows:

1. Making an initial inquiry/ formal complaint

The Complaints Desk is located on the 9th floor of KCB Towers, Upperhill Area, at the Authority's headquarters. The officer at the help desk will facilitate the resolution of any complaints by channeling them to the relevant department.

The complainant can also call, write or email the Authority. The client is kindly requested to provide full details of the complaint and copies of any supporting evidence. The officer handling the complaint will determine if there is sufficient evidence to warrant either an independent review or an investigation. The complainant may use the addresses below:

Physical address:

**The Executive Director
The National Construction Authority,
P.O Box 21046-00100, NAIROBI**

E-mail: feedback@nca.go.ke

Phone: +254 709 126 102/172/173

The complaint forms can be picked from the Complaints Desk or keyed in directly via the Authority's website, www.nca.go.ke. If filled in manually, the forms can then be dropped into the box marked 'COMPLAINTS' located on the 9th floor of KCB Towers.

2. Receiving the complaint

Each complaint will be logged into the official Complaints Register, forwarded to the relevant department, and the complainant responded to within 7 days, as is in line with the Authority's Service Charter. The register will record all action taken until eventual resolution. The Authority will acknowledge the receipt of this written complaint within three working days and explain the process for resolving it.

3. Internal complaints

Complaints made by members of staff will follow the above procedure. The Complaints Box will be opened by the Complaints Officer who is a member of the Public Relations department alongside an officer from the Human Resource Department. If the complaint is made against any department within the Authority, the matter will be handled by the Human Resource Department. If the complaint is made directly against the Human Resource Department, the matter will be handled by the Executive Director. If the complaint is made against the Executive Director, the matter will be handled by the Chair of the Board, who may be reached through the following address:

**The Chairperson,
National Construction Authority,
P.O Box 21046-00100, NAIROBI**

If the complaint is made against the Board Chair, the matter will be handled by the Principal Secretary, who can be reached via the following address:

**The Principal Secretary
State Department of Public Works
Ministry of Lands, Housing, Urban Development and Public Works
P.O. BOX 3050-00100,
NAIROBI, KENYA**

4. Resolving the complaint

If a complaint warrants further investigation, the Authority will proceed with the same and communicate as soon as the investigation is completed. The official response will explain:

- The outcome of the investigation
- What has been done to remedy the situation

5. The Commission on Administrative Justice (Office of the Ombudsman)

If the client is still unhappy at this stage, they have the option to forward the complaint to the Commission on Administrative Justice (Office of the Ombudsman). They can call, write or visit the offices as follows:

**The Commission on Administrative Justice
2nd Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way-Westlands
P.O. Box 2.14 - 00200, NAIROBI.
Tel: .54-20-2270000/2303000/2603765/2441211/8030666
Email: complain@ombudsman.go.ke (for complaints)**