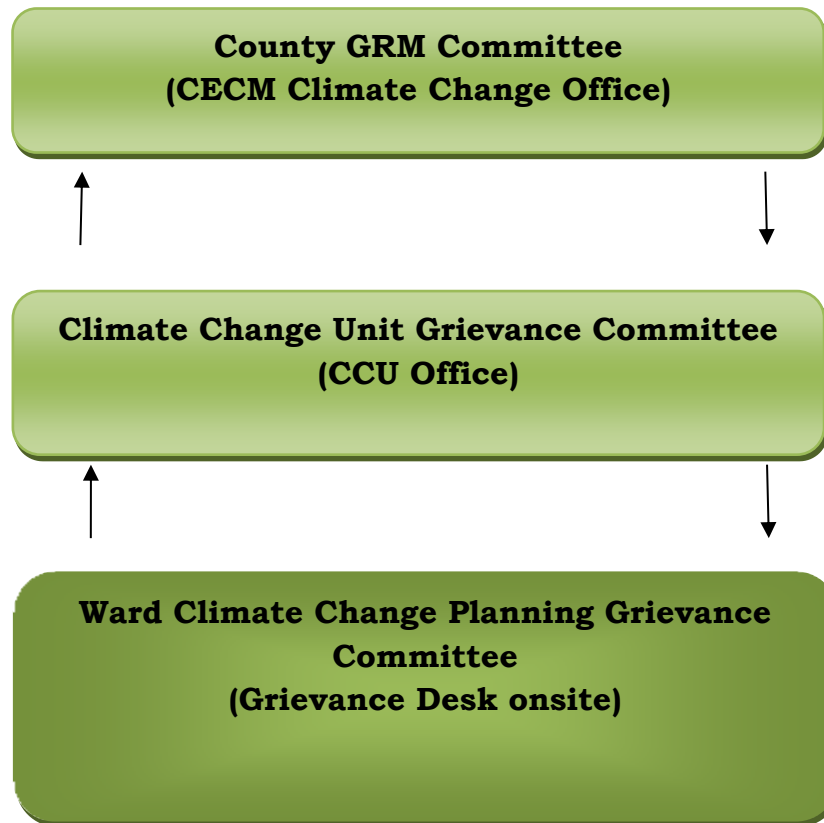


## Kajiado County Flloca Grievance Redress Mechanism



# KAJIADO COUNTY FLLOCA GRIEVANCE REDRESS MECHANISM (GRM)

## CHARTER.

The complainant presents the grievance in the options give below;

1. Filled downloaded forms from the county website
2. **Send an email [FlocaKajiado@kajiado.go.ke](mailto:FlocaKajiado@kajiado.go.ke)**
3. **Call / SMS us on (045 2123000 / 0758721986)**
4. Visit the decentralized unit's office and fill the forms or register

Receipt, Record and acknowledgement of Grievance by; Grievance Redress Desk officer (**Acknowledge within 24hrs**)

Review of the Grievance by the Grievance Redress desk officer to determine the complainant and the applicability of the complaint to the mandate of the county Government

Grievance Redress desk officer submits the complaints to the relevant departmental GRM desk and provides support to ensure timely recommendations and actions are taken  
**(3 Days)**  
Including what requires attention of the County GRM Committee  
**(14 Days)**  
Those complaints outside GMC mandate will be filled and the complainant advised on where to seek redress redress.

The concerned departments forward the Action Plans to the complainant within 7 days with documentation at the GRM Tracker at the County Grievance Redress Mechanism Desk

The County Grievance Redress desk officer follows up with the complainant for feedback and closure of complain through the filling of a Grievance Resolution form with recommendation on how to improve the processes beyond the particular grievance.

Or Follow-ups and actions until Complainant Response with appreciation for Complaints

Closure