



**LANDS, URBAN PLANNING AND DEVELOPMENT, ENVIRONMENT & CLIMATE  
CHANGE  
CLIMATE CHANGE UNIT  
FINANCING LOCALLY-LED CLIMATE ACTION (FLLoCA) PROGRAM**

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**FLLoCA GRIEVANCE HANDLING PROCEDURE**

**1.1 Introduction**

The County Government of Makueni is committed to handling grievances reported during the implementation of the Financially Locally Led Climate(FLLoCA) programme on timely, effectively, objectively, consistently, fairly, confidentially and promptly.

The County through the Climate Change Unit has developed a guideline to provide a framework for the resolution of grievances emanating from General public, project beneficiaries, project management committees, ward climate change planning committees, contractors, implementing County Departments, funders, and other stakeholders.

**1.2 Entry/Channels for lodging grievances?**

- Walk-in or In person to Climate Change offices located opposite the Governor's office block, PMC secretary and Ward Administration offices
- Complete complaint forms on our website <https://makueni.go.ke/documents/petition-form/>
- Telephone/Text Messages using +254792426073/+254719426315 or PMC secretaries/Ward Development Officers/Project Managers
- In writing using Chief Officer, Environment, Natural Resources, Mining and Climate Change address: 78-90300, Makueni
- Email us [grievances@makueni.go.ke](mailto:grievances@makueni.go.ke)
- County website by clicking on <http://197.248.185.171/grievance-redress-mechanism/new> , <https://mycounty.co.ke/O17/report-issue>
- Anonymous grievances/Suggestion box

**1.3 Recording**

All complaints received shall be recorded in the grievance log register and accorded a reference number to facilitate follow-up. The record will include;

- Personal details- Your name and contact details,
- Nature and details of the complaint,
- Details of any steps already taken to resolve the complaint,
- Your requests/prayers,
- Copies of any documentation which supports your complaint.

#### **1.4 Our procedure for Handling Grievances, Petitions, Memorandum; and Complement;**

- i. **Lodging of complaints:-** This is the step where a complaint is made and recorded in grievance register log by the receiver.
- ii. **Receipt and acknowledgement of Complaints:** Within Twenty-Four (24) hours of receiving your complaint we will acknowledge receipt of your complaint.
- iii. **Immediately resolve if possible:** Our staff are empowered to resolve complaints, wherever possible, at first contact. If you are not satisfied with our first contact response, you can escalate your complaint.
- iv. **Assessment of the Complaint:** We undertake an assessment of your complaint to determine the nature and gravity to allow for categorization into minor, moderate and major and admissibility of the complaints.
- v. **Investigation:** Within the set working days of receiving your complaint we will investigate your complaint objectively and independently, by considering the information you have provided us. Confidentiality should be maintained and great care taken to ensure that the complainant's privacy is protected and their safety is not endangered through exposure of his or her identity.
- vi. **Review of evidences:** we give both the complainant and respondent fair treatment and chance to advance/respond to claims/allegations and/or produce any relevant evidences.
- vii. **Resolving the complaint:** we impartially and objectively resolve complaints reported within 21 working days. For complex matters we involve mediation, negotiation or conciliation. We give feedback to the complainant on the decision reached and reasons for the decision within 30 working days.
- viii. **Closing the file:** Once a decision is arrived at, it shall be communicated to the complainant and the respondent and other interested parties. The complaints database shall be updated to reflect the decision made.
- ix. **Appeal Process:** The complaints mechanism will have an appeal or review provision for those who are dissatisfied with the decision reached by any GRM committee.

#### **1.5 Timeline for Resolution of Grievances**

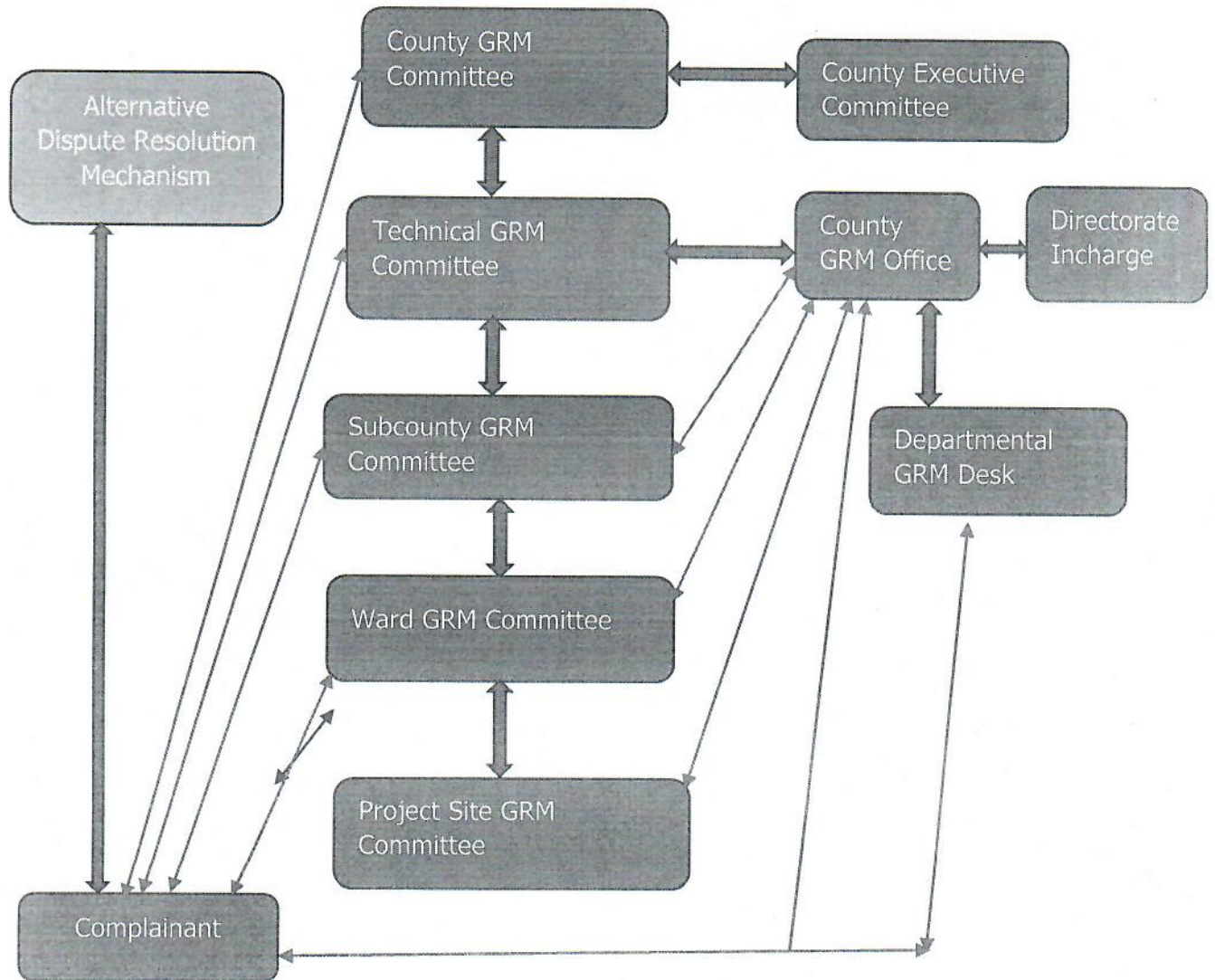
The received complaints/petition shall be acknowledged within 24 hours upon receipt. The resolution period shall be between 14-21 working days.

### **1.6 Points of receipt and recording of your complaints**

Any aggrieved person/group can physically and formally report their complaints to the following points;

- i. County GRM Committee chairpersons or secretaries
- ii. County Administration offices
- iii. Departmental GRM office desks
- iv. PMC Secretaries
- v. Project managers
- vi. County FLLoCA GRM Focal person
- vii. Climate Change Unit office

## 1.7 Our Grievance Redress Mechanism Structure



**Approved by:** Chief Officer – Environment, Natural Resources, Mining and Climate Change

Dr. Geoffrey N. Muthoka

Signature: *Geoff*