



SECOND KENYA DEVOLUTION SUPPORT PROGRAMME (KDSP II) GRIEVANCE REDRESS AND COMPLAINTS HANDLING PROCEDURE

1.0 Introduction

The County Government has established and institutionalized an accessible, inclusive, and functional Grievance Redress Mechanism (GRM) to effectively address and respond to complaints, concerns, and disputes arising from project beneficiaries, stakeholders, Vulnerable and Marginalized Groups (VMGs) and other disadvantaged groups during the implementation of the Kenya Devolution Support Programme II (KDSP II).

The system ensures that all grievances are handled promptly, fairly, and confidentially, thereby fostering trust, transparency, and accountability in service delivery.

2.0 Grievances reporting channels

Grievances may be submitted through any of the following channels;

- Walk-in/in-person: Visit to KDSP II Program Implementation Unit Office at the Old County Treasury Building
- Written submission : Filling prescribed complaints and petition templates accessible via <https://makueni.go.ke/documents/petition-form/> and at County service delivery points
- Telephone/text message: reach out via +254141014386 or through PMC Secretaries, Ward Development Officers, or Project Managers
- Written Correspondences: address to the Chief Officer, Devolution, Public Participation, County Administration and Special Programme address:78-90300, Makueni
- Email: Send to grievances@makueni.go.ke
- Online Submission: lodge a grievance via <https://engage.makueni.go.ke/grm>
- Suggestion boxes: located at designated service delivery points across the County
- Anonymous reporting/confidential channels



3.0 Recording of Grievances

All complaints received shall be formally documented in a grievance log register and assigned a unique reference number to facilitate tracking and follow-up. The record shall include:

- Complainant/Petitioner details: Name, contact (telephone/email), and location (if not anonymous)
- Nature of the complaint
- Details of actions previously taken to resolve the issue (if any)
- Specific requests or prayers made by the complainant
- Supporting documentation and evidence (if available)

4.0 Our Procedures for Handling Grievances, Petitions, Memoranda and Compliments

- Lodging of Complaints:** The grievance is received and recorded in the official register by the receiving officer.
- Acknowledgement of Receipt:** Acknowledgement will be issued within 24 hours of receipt of the grievance.
- Immediate Resolution (Where Possible):** GRM Desk officers are empowered to resolve minor complaints during first contact. If unresolved, the matter is escalated.
- Assessment of the complaint:** Each complaint is assessed for its nature, gravity, and admissibility, and categorized as minor, moderate, or major.
- Investigations:** Objective and independent investigations are conducted promptly, with strict confidentiality and protection of the complainant's identity.
- Review of evidences:** Both the complainant and respondent are afforded equal opportunity to present evidence or respond to claims.
- Resolving the complaints:** Complaints are resolved impartially within 14 to 21 working days. Complex cases may involve mediation, negotiation, or reconciliation. Feedback is provided within 30 working days
- Closing the file:** Once resolved, the decision is formally communicated to all parties. The grievance register is updated accordingly.
- Appeal process:** A provision exists for appeal or review of decisions by the GRM Committee, in cases where the complainant is dissatisfied with the outcome.

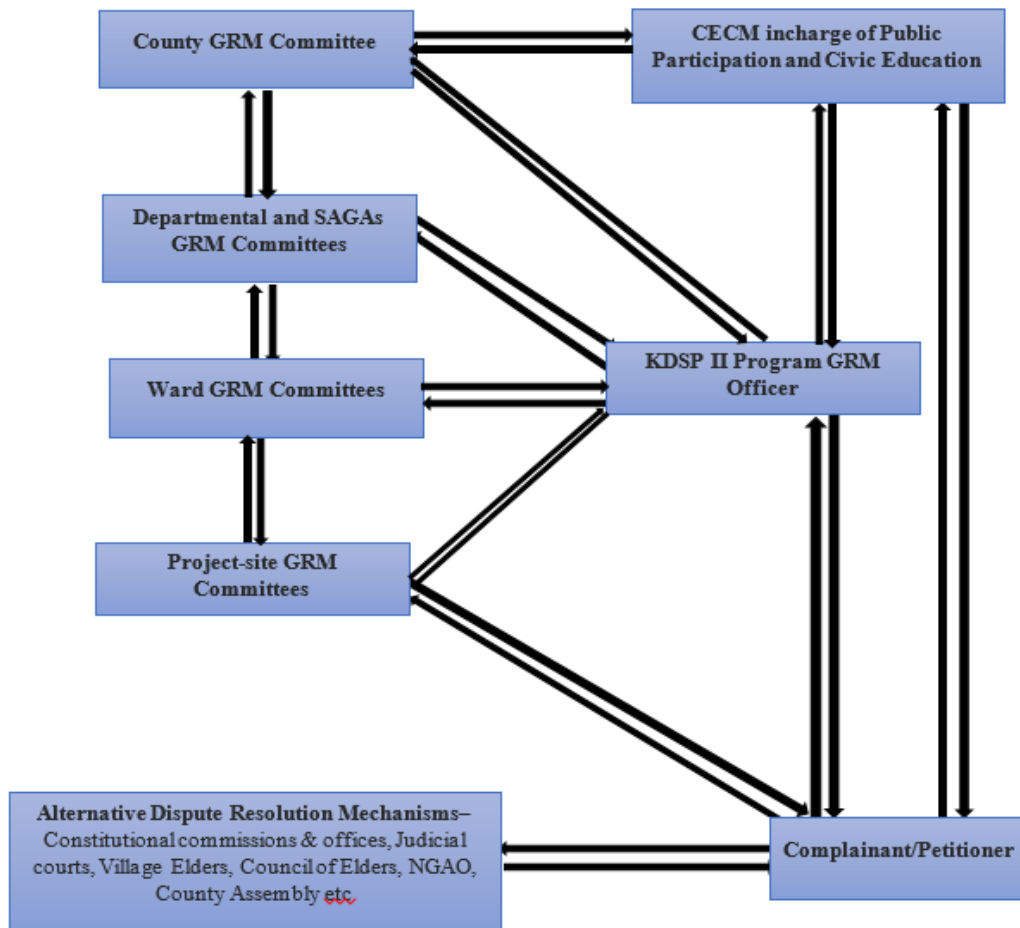
5.0 Program Grievance Reporting Points in the County

Complaints may be submitted, either in person or through digital platforms, at any of the following designated reporting points;

- County Program Implementation Unit (CPIU)
- Grievance Redress Mechanism (GRM) Committee
- County Government Administration Offices
- Departmental and Entities GRM Desk Officers
- Project Management Committee (PMC)
- Project Managers
- County Technical Implementing Partner Teams (CTIPTs)
- KDSP II Program GRM Officer



6.0 Our Grievance Redress Mechanism Structure



7.0 Approved for Publication and Dissemination by:

Chief Officer – Devolution, Public Participation, County Administration and Special Programmes

Date: 28th August, 2025

Signature:

