



COMPLAINTS HANDLING PROCEDURE



We are dedicated to providing the utmost quality and level of service to our customers. As we strive for continuous development, we aspire to deliver services based on best practices and in accordance with the demands of our clients.

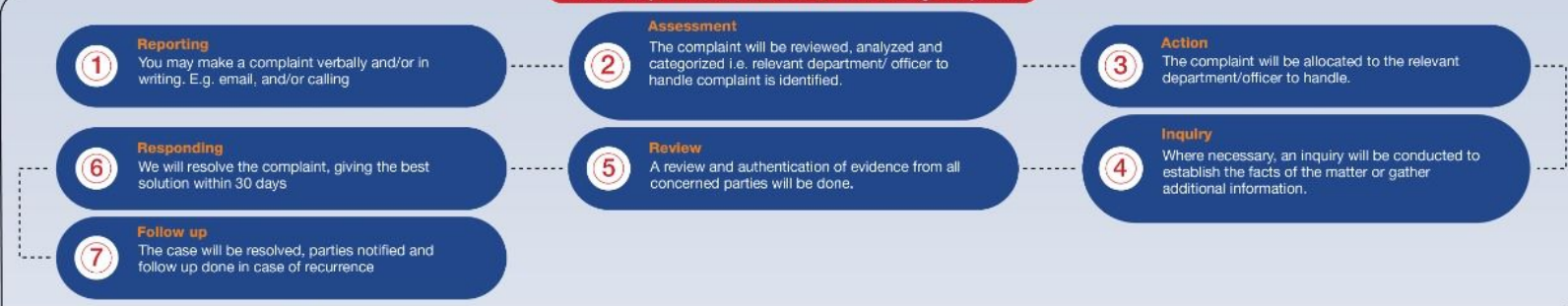
What is a complaint?

A complaint is described as "any statement of displeasure by a customer or potential

customer about the firm's or its agents' service performance, and/or about corporate or industry policy."

At the Micro and Small Enterprises Authority (MSEA), we believe complaints to be an important tool for meeting and exceeding your expectations. We believe that listening to your feedback and concerns is important in breaking down hurdles to satisfy your requirements.

This is the procedure we will follow in handling complaints



What you should tell us

1. Your name, address and the best way to contact you.
2. The details that will help us understand the reason/s for your complaint.
3. Copies of any documents relevant to your complaint.
4. If you have already have discussed your complaint with us, the details of those persons in MSEA that you dealt with.
5. What you feel would constitute a satisfactory resolution of your complaint. For example are you seeking information which you feel is being withheld, are you seeking an apology, etc.

Our Responsibility

1. We will acknowledged your complaint in writing or by email within 24 hours of us getting it.

2. We will acknowledge receipt of disputes received through email, letters and related communication within seven (7) days.
3. For escalated disputes and complaints, once resolved, upon concluded investigations, we will make our decision known to the aggrieved parties.
4. We will talk about your complaint and talk to anyone who could help solve it in a fair way and in a reasonable amount of time.
5. In line with our rules, treat you and your information with trust and respect.
6. We will keep you and anyone else involved up to date on how the complaint is progressing, how we plan to try to solve it, and, as required, what we will do to make sure it doesn't happen again.
7. We will take action to solve the problem as best as we can and to your satisfaction, and where appropriate, suggest any changes that need to be made to fix the problem.
8. We will let you know in writing what happened with your complaint and, if it's important, why it happened that way.

How to Lodge a Complaint

- You may forward your complaint to us through the following channels:
1. Verbally – you may ask to speak to the head of the department for the service that you are seeking
 2. You may forward your complaint directly to the Authority on email; info@msea.go.ke
 3. You may write a letter directly to the Authority;

Micro and Small Enterprises Authority,
 Utalii House, Utalii Lane, 10th Floor, Nairobi.
 P.O. Box 48823-00100
 Nairobi, Kenya
Call: +254 700 666 000 / +254 770 666 000
Email: complaints@msea.go.ke

4. You may channel your complaint by messaging our social media platforms:
Facebook || @Micro and Small Enterprises Authority **Twitter** || @Msea_Kenya
Instagram || @mseakenya

Alternatively, you can write to;

CHIEF EXECUTIVE OFFICER
 Micro and Small Enterprises Authority
 Utalii House, Utalii Street,
 P.O. Box 48823 00100, Nairobi
Gen line: +254 20 3340 006/ 0700 666 000 || **Email:** info@msea.go.ke/
 complaints@msea.go.ke || **Website:** www.msea.go.ke

THE COMMISSION SECRETARY/ CEO,
 Commission on Administrative Justice,
 2nd Floor, West End Towers, Waiyaki Way, Nairobi.
 P.O. Box 20414- 00200, Nairobi
Tel: +254 (0) 20 2270000/ 2303000 || **Email:** complain@ombudsman.go.ke
 || **Website:** www.ombudsman.go.ke