



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;

- i. Walk-in/in-person: Visit to KDSP II Program Implementation Unit Office at the Old County Treasury Building
- ii. Written submission : Filling prescribed complaints and petition templates accessible via <https://makueni.go.ke/documents/petition-form/> and at County service delivery points
- iii. Telephone/text message: reach out via +254793710868 or through PMC Secretaries, Ward Development Officers, or Project Managers
- iv. Written Correspondences: address to the Chief Officer, Devolution, Public Participation, County Administration and Special Programme address:78-90300, Makeni
- v. Email: Send to grievances@makueni.go.ke
- vi. Online Submission: lodge a grievance via <http://197.248.185.171/grievance-redress-mechanisms/new>
- vii. Suggestion boxes: located at designated service delivery points across the County
- viii. 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:

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

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



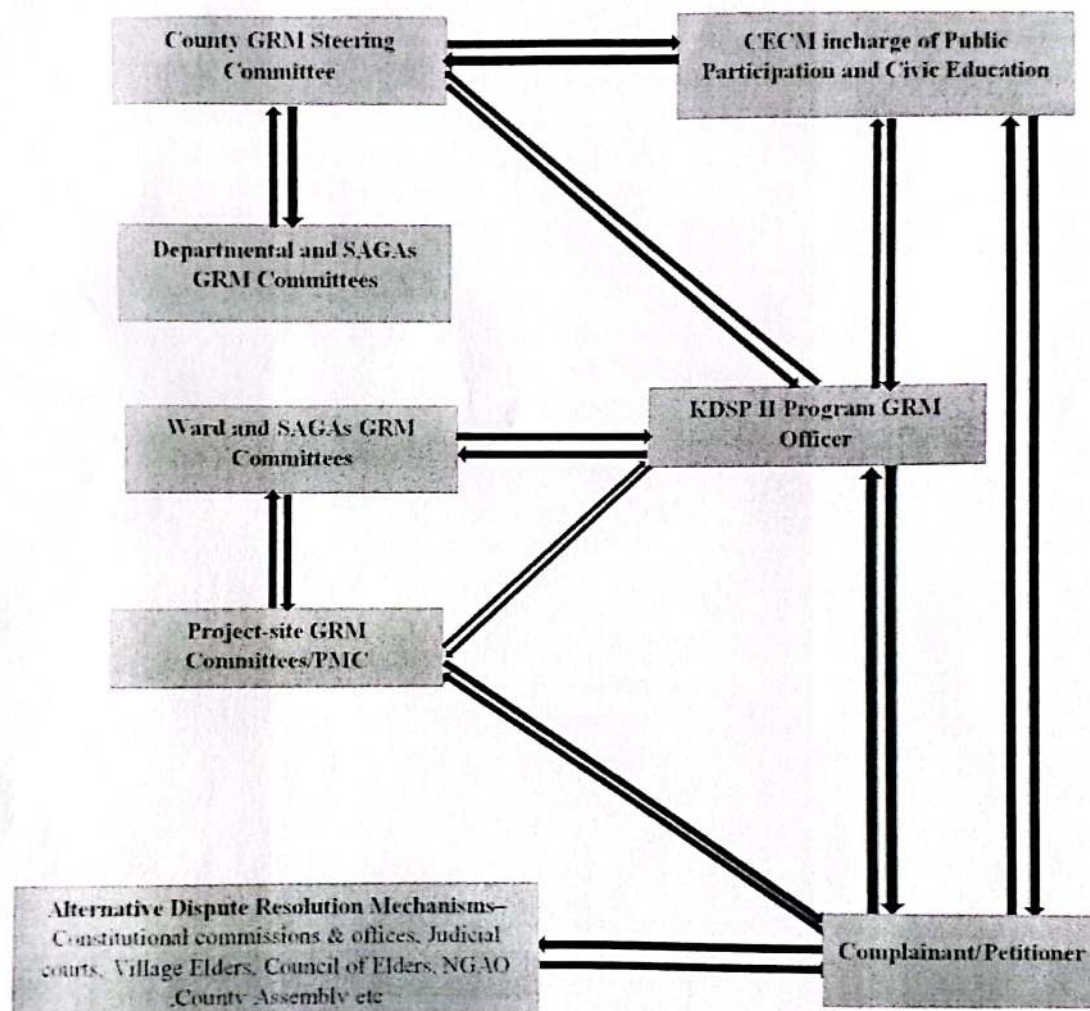
5.0 Program Grievance Reporting Points in the County

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

- i. County Program Implementation Unit (CPIU)
- ii. Grievance Redress Mechanism (GRM) Committee
- iii. County Government Administration Offices
- iv. Departmental and Entities GRM Desk Officers

- v. Project Management Committee (PMC)
- vi. Project Managers
- vii. County Technical Implementing Partner Teams (CTIPTs)
- viii. 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

Signature: 