

COMPLAINTS HANDLING MECHANISMS FOR KONZA TECHNOPOLIS DEVELOPMENT AUTHORITY



Introduction

At Konza Technopolis, we are committed to ensuring we provide excellent customer experience at all touch points, with transparency, accountability and effective resolution of complaints that may be registered in the line of duty. This bulletin aims to sensitize our customers and stakeholders on our complaint handling process and turn around times.

Purpose

The purpose of this bulletin is to:

- 1. Inform Stakeholders:** Provide our stakeholders with information on how to submit complaints and what to expect in the resolution process.
- 2. Demonstrate Accountability:** Demonstrate our commitment to accountability and responsiveness to concerns.
- 3. Ensure Fairness:** Ensure that complaints are handled fairly and impartially.

Complaint Submission

Stakeholders can submit complaints in the following ways:

- 1. Email:** Send an email to complaints@konza.go.ke.
- 2. Written Complaints:** written complaints to KoTDA CEO- Konza Technopolis Development Authority, P.O. Box 1-90150, Konza or ceo@konza.go.ke
- 3. Suggestion box:** positioned at the Konza Complex 7th floor reception area
- 4. Lodging a complaint directly to the appointed complaints officer-Investor facilitation & One stop officer**



Handling Process

Upon receiving a complaint, KoTDA will follow these steps:

- 1. Acknowledgment:** We will acknowledge receipt of your complaint within 48 hours.
- 2. Investigation:** Our team will thoroughly investigate the complaint.
- 3. Resolution:** We aim to resolve complaints within 14 days.
- 4. Feedback:** We will provide feedback on the outcome of the complaint

Escalation

If a stakeholder is not satisfied with the resolution given by the relevant department, they can escalate the issue to the KoTDA Complaints Management Committee for further Investigation.

Conclusion

KoTDA is committed to maintaining a fair, accountable, and transparent process for handling complaints. We encourage all stakeholders to utilize our mechanisms for addressing concerns. Your feedback is essential in our continuous improvement efforts