



TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

TVET CDACC COMPLAINTS HANDLING POLICY AND PROCEDURES

1. INTRODUCTION

1.1 Our Mandate

TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) is a state a corporation established under the Technical and Vocational Education and Training Act No. 29 of 2013. The mandate of the Council is to undertake design and development of curricula for the training institutions, assessment, and competence certification.

The Constitution and the laws of Kenya provide for the right to public services. The government is required to provide one form or other of public service for the rights and/or liberties contained in the Bill of Rights to be realised. The government is required to develop policies, laws and institutions, or undertake programmes to promote, protect or fulfil them. The Constitution has set out the principles of public service, which include:

- High standards of professional ethics,
- Efficient, effective and economic use of resources,
- Responsive, prompt, effective, impartial and equitable provision of services,
- Involvement of the people in the process of policy making; accountability for administrative acts,
- Transparency and provision to the public of timely, accurate information,
- Fair competition and merit as the basis of appointments and promotions,

- Representation of Kenya’s diverse communities, and
- Affording adequate and equal opportunities for appointment, training and advancement, at all levels of public service.

These principles supplement the national values and principles set out in Article 10. Article 10 values and principles bind all institutions and persons in Kenya while those in Art.232 only apply to the public service. The national values are:

- Patriotism, national unity, sharing and devolution of power,
- The rule of law, democracy and participation of the people,
- Human dignity, equity, social justice, inclusiveness, equality,
- Human rights, non-discrimination and protection of the marginalised,
- Good governance, integrity, transparency and accountability, and
- Sustainable development

1.2 Definition of a Complaint

Expression of dissatisfaction made to or about us, our products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

1.3 Purpose

Effective complaints handling is a crucial part of quality service delivery in our institution. Complaints help us to identify weak areas and create the motivation for continual improvement. Handling of complaints provides an opportunity for us to understand our customers and ensure that the issues they raise are quickly resolved. Proper handling of complaints will improve our reputation and image. Complaints will also provide the management with information on how its staff treat customers, thus promoting accountability for both the institution and its staff.

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively.

Our complaint management system is intended to:

- Enable us to respond to issues raised by people making complaints in a timely and cost-effective way boost public confidence in our administrative process, and

- Provide information that can be used by us to deliver quality improvements in our service delivery to our clients and other stakeholders.

Our complaints handling process will be founded on the basic values and principles of **fairness, accessibility, efficiency, responsiveness, confidentiality and flexibility**

This policy provides guidance to our staff and public who wish to make a complaint relating to our service delivery.

1.3 Scope

This policy applies to all staff receiving or managing complaints from the public made to or about us, regarding our services. Staff grievances, code of conduct complaints and public interest disclosures are dealt with through separate mechanisms.

1.4 Organisational commitment

TVET CDACC expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
Chief Executive Officer (CEO)	Promote a culture that values complaints and their effective resolution	<p>Provide adequate support and direction to key staff responsible for handling complaints.</p> <p>Regularly review reports about complaint trends and issues arising from complaints.</p> <p>Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.</p> <p>Encourage staff to make</p>

		<p>recommendations for system improvements.</p> <p>Recognise and reward good complaint handling by staff.</p> <p>Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data.</p>
<p>Manager responsible for complaint handling</p>	<p>Establish and manage our complaint management system.</p>	<p>Provide regular reports to the CEO on issues arising from complaint handling work.</p> <p>Ensure recommendations arising out of complaint data analysis are canvassed with the CEO and implemented where appropriate.</p> <p>Recruit, train and empower staff to resolve complaints promptly and in accordance with TVET CDACC policies and procedures.</p> <p>Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system.</p> <p>Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.</p> <p>Recognise and reward good complaint handling by staff.</p>
<p>Staff whose</p>	<p>Demonstrate exemplary</p>	<p>Treat all people with respect, including</p>

<p>duties include complaint handling</p>	<p>complaint handling practices</p>	<p>people who make complaints.</p> <p>Assist people make a complaint, if needed.</p> <p>Comply with this policy and its associated procedures.</p> <p>Keep informed about best practice in complaint handling.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Provide suggestions to management on ways to improve the organisation's complaints management system.</p> <p>Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.</p>
<p>All staff</p>	<p>Understand and comply with TVET CDACC's complaint handling practices.</p>	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of TVET CDACC's complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access the TVET CDACC's complaints process.</p> <p>Be alert to complaints and assist staff handling complaints resolve matters promptly.</p> <p>Provide feedback to management on</p>

		<p>issues arising from complaints.</p> <p>Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</p>
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1.4 Related policy/Legal documents

When handling public complaints reference should be made to other policy or legal documents. The procedure shall not violate other related laws or procedures.

- ✓ Constitution of Kenya, 2010
- ✓ TVET act no. 19 of 2013
- ✓ Audit and Risk policy
- ✓ Human resource manual
- ✓ Public procurement and disposal acts, 2015

2. COMPLAINTS MANAGEMENT PROCESS

2.1 Receiving Complaints

All complaints should be received in writing (via post, email or suggestion box). In instances where a complaint is received via the telephone, staff should write down the relevant details exactly as provided by the complainant and forward it to the relevant office. The details of the complaint should be recorded in the complaints record book provide at the CEO's office. Those that are received in writing, a copy should be filed in the complaints file.

2.2 Acknowledgement of complaints

Acknowledge receipt of each complaint shall be done promptly, and preferably within two working days. The acknowledgement to be done by the head of department where the complaints affecting. Consideration should be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

2.3 Dealing with Complaints

The head of department affected by complaint will assess the nature of complaint and consider the appropriate manner to manage it. To manage a complaint, the officer may:

- Resolve the complaint within 7 working days
- Give the person making a complaint information or an explanation within 2 days
- Investigate the further the claim made in the complaint.

The officer should keep the person making the complaint up to date on the progress, particularly if there are any delays. The officer should also communicate the outcome of the complaint using the most appropriate medium. The officer should consider any statutory/legal requirements on actions he/she decide to take.

Once the complaint has been satisfactorily resolved, the head of the department should work to identify and remedy any specific or systemic problems identified by the complaint.

2.4 Escalating complaints

If the client remains dissatisfied with the response or the resolution made by the officer. The officer will refer the matter to the complaints committee. The complaints committee will sit and discuss the nature of the complaints and how the officer has resolved it. The committee should include risk and legal department to determine the level risk exposed and the legal requirements. The committee shall advice the CEO on the available options to resolve the complaints.

The committee shall communicate to the complainant about the resolution and provide available options for the customer to have their complaints resolved.

2.5 Closing the complaint and record keeping

The officer should file comprehensive information/records in the complaints file about:

- How the complaint managed/resolved
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and

- Any outstanding actions that need to be followed up.

2.6 Analysis and evaluation of complaints

The complaints committee should ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis. The committee should report to the CEO on monthly bases on:

- The number of complaints received
- The outcome of complaints, including matters resolved.
- Issues arising from complaints
- System issues identified, and
- the number of requests receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of TVET CDACC customer service and make improvements.

2.7 Monitoring of the complaint management system/process

The complaints committee should continually monitor our complaint management system/process to:

- Ensure its effectiveness in responding to and resolving complaints, and
- Identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

TVET CDACC is committed to improving the effectiveness and efficiency of our complaint management system/process. we will:

- Support the making and appropriate resolution of complaints
- Implement best practices in complaint handling
- Recognise and reward exemplary complaint handling by staff
- Regularly review the complaints management system/process and complaint data, and

- Implement appropriate system/process changes arising out of our analysis of complaints data and continual monitoring of the system/process.