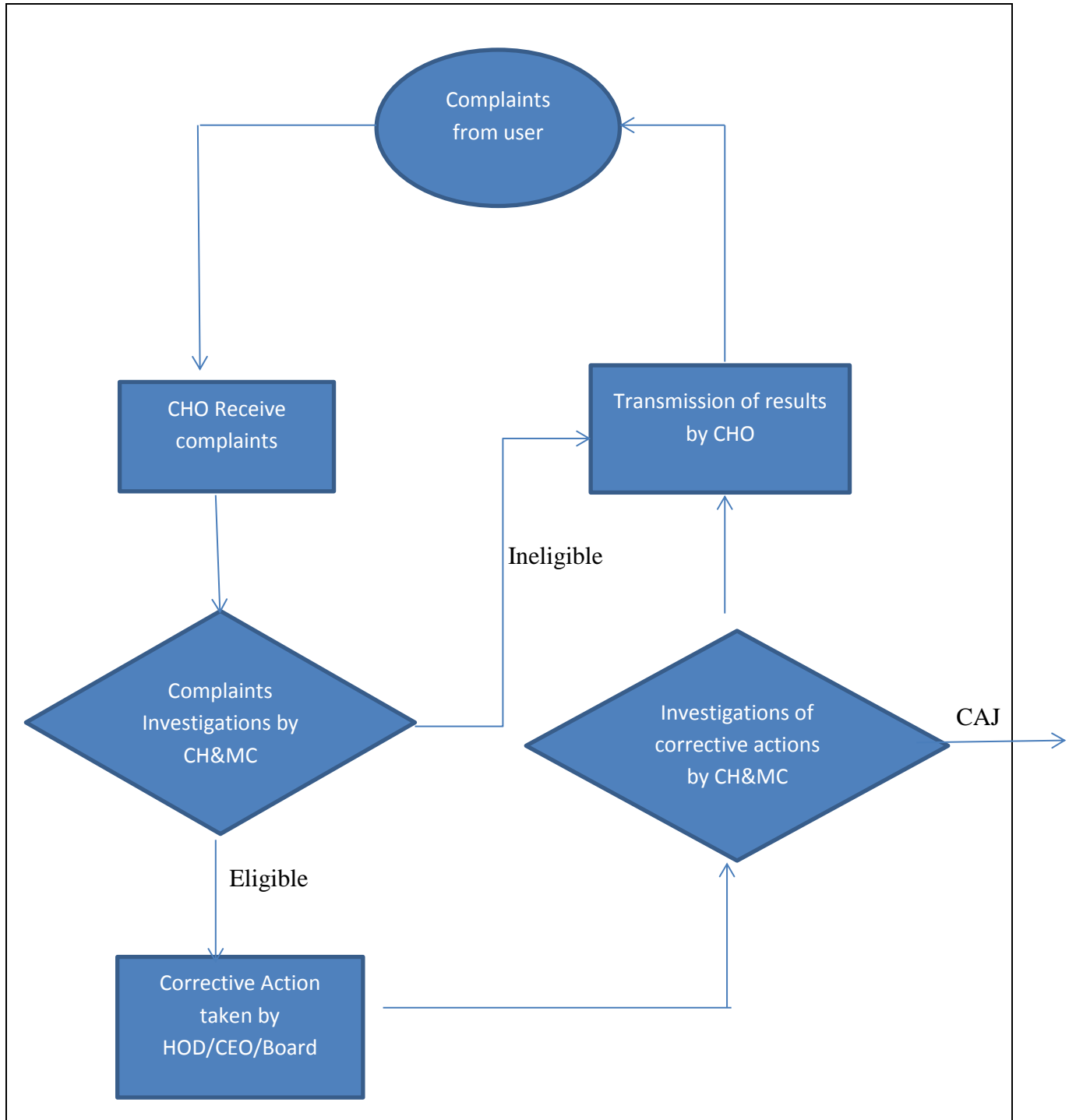


Process Map for Complaints Handling



Definition of terms

CHO Complaints Handling Officer

CH&MC	Complaints handling & Management Committee
HOD	Head of Department
CEO	Chief Executive Officer
CAJ	Commission on Administration of Justice

- i. The CHO designated by the committee shall receive complaints on a monthly basis
- ii. The designated Complaints Handling Officer shall pass the information in writing on the number and natures of complaints in writing to the chairperson of the committee within the first three working days of the month
- iii. The chairperson shall make arrangements for the CH&MC to meet within three working days from the date s/he was informed of the complaints.
- iv. The CHO shall investigate all the complaints and decide on their eligibility
- v. If the complaints are not eligible, the committee shall dismiss them through the CHO who will transmit the information to the complainant in writing within seven days. The process shall end there. If the complaints are eligible, the process shall continue from iv.
- vi. The committee shall after the investigations, discuss and recommend the corrective actions to the appropriate HOD in writing, for implementations of the actions within a stipulated period of time.
- vii. The HOD shall report in writing on the corrective actions undertaken
- viii. The CHC shall investigate the corrective actions taken. If satisfied with the actions, the CH&MC shall communicate in writing to the user, through the CHO.
- ix. If the CHC is not satisfied with the corrective actions taken, the CH&MC shall communicate back in writing to the HOD for necessary actions to be implemented. If the HOD refuses to cooperate the CH&MC shall communicate in writing to the CAJ for further action