

**DEPARTMENT OF ENVIRONMENT, ENERGY, CLIMATE CHANGE, NATURAL RESOURCES, WATER AND
IRRIGATION**

GRIEVANCE REDRESS MECHANISM PROCESS FOR FLLoCA

*Process	Description	Time
Receiving and Logging Grievances	<ul style="list-style-type: none"> - Phone, letter or email - Recorded grievance through the grievance form/log - Completion and submission of a grievance form/letter - Face-to-face meeting with the aggrieved stakeholder 	24 hours – 48 hours (urgency may apply when profiled as such)
Acknowledgement of Grievance	<ul style="list-style-type: none"> - Receipt of complaint through proper communication medium for recording 	24 hours (urgency may apply when profiled as such)
Assesses, Profiling and Investigation	<ul style="list-style-type: none"> - Assess and profile complaint - Consult with critical parties - Visit on need basis/discuss with stakeholder 	36 - 72 hours after receipt of grievance (urgency may apply when profiled as such)
Grievance Resolution	<ul style="list-style-type: none"> - Identification of further action - Response to complaint considering resources required 	14 days after receipt of grievances (urgency may apply when profiled as such)
Sign-off	<ul style="list-style-type: none"> - Confirmation with complainant that issue is closed, establish the follow-up and a sign-off established 	21 days after receipt of grievance (urgency may apply when profiled as such)
Grievance Monitoring		3 months depending on the level of significance

TO LAUNCH A COMPLAINT OR GIVE FEEDBACK PLEASE REACH US THROUGH:

COMPLAIN FORM LINK: <https://kirinyagacounty.fillout.com/t/gXzCAuF398us>

EMAIL: flloca@kirinyaga.go.ke

WEBSITE: <https://kirinyaga.go.ke/flloca>

TOLL FREE NUMBER: [+254800721812](tel:+254800721812)

FLLoCA GRM REPPORTING STRUCTURE

