

COUNTY GOVERNMENT OF KIRINYAGA



KERUGOYA/KUTUS MUNICIPALITY

2025

General Procedure for Handling Grievances, Petitions, Memorandums and Complements

Complain link form: <https://kirinyagacounty.fillout.com/t/gXzCAuF398us>

Email: kerugoyakutusmunicipality@kirinyaga.go.ke

Toll free number: To be formulated

Identify Grievance
(Concern raised by community or stakeholder)

Lodge Complaint
Verbal, written, phone, email, SMS, website

Receive & Register Complaint
Recorded in grievance form/log

Acknowledgement
Receipt issued within 24 hours





Assessment & Investigation
Consult stakeholders / site visit


Resolution Proposed
Corrective action communicated (~14 days)

Complainant Satisfied?

Close Case
Sign-off & monitoring

Escalate to Higher Level
Municipal / County GRM officers

*Process	Description	Time
<p style="text-align: center;">Receiving and Logging Grievances</p> <p style="text-align: center;"></p>	<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 	<p>24 hours – 48 hours (urgency may apply when profiled as such)</p>
<p style="text-align: center;">Acknowledgement of Grievance</p> <p style="text-align: center;"></p>	<ul style="list-style-type: none"> - Receipt of complaint through proper communication medium for recording 	<p>24 hours (urgency may apply when profiled as such)</p>
<p style="text-align: center;">Assesses, Profiling and Investigation</p> <p style="text-align: center;"></p>	<ul style="list-style-type: none"> - Assess and profile complaint - Consult with critical parties - Visit on need basis/discuss with stakeholder 	<p>36 - 72 hours after receipt of grievance (urgency may apply when profiled as such)</p>
<p style="text-align: center;">Grievance Resolution</p> <p style="text-align: center;"></p>	<ul style="list-style-type: none"> - Identification of further action - Response to complaint considering resources required 	<p>14 days after receipt of grievances (urgency may apply when profiled as such)</p>

<p style="text-align: center;">Sign-off</p> 	<ul style="list-style-type: none"> - Confirmation with complainant that issue is closed, establish the follow-up and a sign-off established 	<p>21 days after receipt of grievance (urgency may apply when profiled as such)</p>
<p style="text-align: center;">Grievance Monitoring</p>		<p>3 months depending on the level of significance</p>

KERUGOYA KUTUS MUNICIPAL BOARD GRM REPPORTING STRUCTURE

