



## OFFICE OF THE DATA PROTECTION COMMISSIONER

### ODPC Procedure on Complaint handling

**STEP 1:** All complaints/compliments about the Office of the Data Protection Commissioner shared by the various emails should be channeled to the [Customer/feedback@odpc.go.ke](mailto:Customer/feedback@odpc.go.ke) for collation.

**STEP2:** All complaints/compliments submitted orally to be recorded at the complaints register at the receptions of the Offices.

**STEP2:** All visitors with complaints shall be guided to fill the complaints form and submit to the complaints box.

**STEP 2:** If the complaint is simple, the receiving officer shall resolve the complaint immediately and update the register.

**STEP 4:** The Head of Communications shall collate all the complaints obtained from the website/physical forms submitted to the complaints box and forward them to the public complaints committee on a weekly basis.

**STEP 3:** The Public complaints committee shall review the complaints.

**STEP 4:** If the complaint is moderate or major it shall be escalated to the immediate supervisor for further investigations and resolution. If the complaint is not resolved it shall be forwarded to the Senior Management for further action and resolution.

**STEP 4:** Based on the review of the complaints, the Public Complaints committee shall draft a report which shall contain the following details as per the CAJ complaints handling reporting template:

- i. Date the complaint was received
- ii. Complaint channel
- iii. Name of the complainant.
- iv. Complaint issue
- v. Action taken
- vi. Root cause
- vii. Corrective action taken to resolve the complaint
- viii. Status - this should state if the complaint is:
  - a. Resolved
  - b. On-going
  - c. New
- ix. Pending complaints from previous quarter (resolved, ongoing)