



## KENYA BUREAU OF STANDARDS

### CER/POL/08: Policy on handling Complaints and appeals

#### 1. Introduction

This policy document defines how complaints raised on the KEBS Certified Clients by any interested party shall be handled and resolving. It also covers the appeals received from clients against CB decisions.

#### 2. General

##### 2.1 Complaints on activities and services of the certified clients

2.1.1 The complaint/appeal shall be assigned a complaint number and filed in the complaints register.

2.1.2 The CB shall ensure that all complaints and appeals are acknowledged, in writing, within 7 days.

2.1.3 The CB shall appoint an investigating officer for each complaint/appeal received.

2.1.4 The investigating officer shall carry out the investigations and then report the investigations in conjunction with the certified client.

2.1.5 The investigating officer shall then respond to the complainant/appellant in writing and ensure that the complaint is closed out

2.1.6 Turn around time for resolution of complaints shall not be more than 30 working days

##### 2.2 Complaints concerning a certified client

2.2.1 Complaints on a certified client shall be dealt with as indicated in clause 2.1 above except that after acknowledgement of the complaint (see 2.1.2), the CB shall inform the certified client in writing concerning the received complaint.

2.2.2 Any feedback received from the client on the complaint shall be taken into account during the investigation process and shall be communicated to the complainant.

2.2.3 Once correction, and/or corrective actions have been completed and verified, the CB shall inform the certified client and the complainant in writing of the resolution of the complaint.

## **2.3 Appeals**

- 2.4.1 CB clients may appeal any decision of the KEBS CB. These decisions may include decisions not to award certification, decisions to suspend or to withdraw certification, or decisions to reduce the scope of certification.
- 2.4.2 All appellants shall be advised to file a written appeal. This may be in the form of a letter or by completing the enquiries, compliments, complaints and appeals form.
- 2.4.3 The written appeal shall be forwarded to the HOD who shall validate it and if necessary appoint an investigating officer/team
- 2.4.4 Once the investigations are complete, the CB shall then communicate the decision of the CB to the appellant, in writing, and give formal notice of the end of the appeal handling process.
- 2.4.6 If the appellant does not agree with the outcome of the appeal process, the dispute resolution mechanism (detailed in the certification contract) shall come into effect.

## **3.0 APPENDICES.**

None