



**COUNTY GOVERNMENT OF LAIKIPIA
MUNICIPALITY OF NANYUKI**



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Grievance Submission and Redress Procedure

Introduction

Nanyuki Municipality has established a **Grievance Submission and Redress Mechanism (GRM)** to provide residents, stakeholders, and service users with an accessible and transparent platform for raising concerns, complaints, or suggestions regarding municipal services and operations. The objective of the grievance mechanism is to ensure that complaints are **received, documented, investigated, and resolved in a timely and fair manner.**

The procedure promotes **accountability, transparency, and effective service delivery**, while also strengthening trust between the municipality and the community. Grievances may relate to municipal services such as **solid waste management, environmental sanitation, infrastructure, public facilities, or other municipal operations.**

Grievance Submission Workflow

The grievance redress process within Nanyuki Municipality follows a structured workflow to ensure proper documentation, investigation, and resolution of complaints.

Step 1: Grievance Reception

Complaints are submitted **directly to the Social Development Officer** at Nanyuki Municipality or through other designated municipal offices.



Step 2: Registration and Notification

The complaint is **registered in the municipal grievance registry**, and municipal management is notified for further action.



Step 3: Acknowledgement

The complainant receives **confirmation that the grievance has been received and registered** by the municipality.



Step 4: Investigation

The responsible municipal department undertakes:

- Risk assessment
- Investigation of the complaint
- Follow-up actions
- Documentation of proceedings and minutes



Step 5: Response

After review and investigation:

- **If Yes:** The grievance is **resolved successfully** and communicated to the complainant.
- **If No:** The complainant may **appeal the decision** for further review.



Step 6: Follow-Up and Closure

The municipality conducts **follow-up actions to confirm complainant satisfaction**, after which the complaint is **formally closed**.

Procedure for Resolving Complaints

The municipality aims to resolve complaints within reasonable timelines to ensure effective service delivery.

Stage	Timeline
Receipt and Recording of Complaint	Within 1 Day
Assessment and Registration	Within 1 Day
Acknowledgement to Complainant	Within 2 Days
Investigation of Complaint	Within 3 Days
Response and Resolution	Within 7 Days
Follow-up and Closure	Within 14 Days

Commitment of Nanyuki Municipality

Nanyuki Municipality is committed to ensuring that all grievances are handled:

- **Promptly and fairly**
- **Confidentially and transparently**
- **Without discrimination or retaliation**
- **With proper documentation and follow-up**

The grievance redress mechanism serves as an important tool for improving **municipal governance, service delivery, and community engagement** while ensuring that the rights and concerns of residents are effectively addressed.