



COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF LANDS, PHYSICAL PLANNING, HOUSING AND URBAN
DEVELOPMENT

ITEN MUNICIPALITY

THE PROCEDURE FOR HANDLING OF GRIEVANCES , COMPLAINTS AND
COMPLIMENTS IN ITEN MUNICIPALITY

1. When a complaint is received, it is being recorded in a log register, acknowledged and resolved and feedback provided to the complainant.
2. Where the complaint cannot be resolved immediately, it is forwarded to the relevant or subsequent unit/department or committee respectively for investigation and resolution and complainant informed.
3. Where appropriate, the Grievance Redress Mechanism (GRM) Focal Person or committee obtain feedback from complainant whose grievances have been resolved.
4. Complaints that cannot be resolved by the Grievance Redress Mechanism (GRM) structure established is referred to the County Executive Committee and the concerned notified.
5. Should the grievance will not be solved within 14 working days, the complainant will be advised to seek recourse through other alternative dispute resolution mechanisms.

The Timeline for Resolution of Grievance

When the received complaints is acknowledged within 24 hours upon receipt. The resolution period takes a period of 14-21 working days depending on the level/category of the grievances.

Points of receipt and recording of complaints for KUSP programme

The aggrieved person can physically or formally report their complaints to the following points;

- ❖ Municipality board Management
- ❖ CECM incharge of Lands, Physical Planning, Housing and Urban Development
- ❖ Municipal managers office
- ❖ Municipal GRM office desk/suggestion box
- ❖ KUSP Project Implementation Committee
- ❖ Municipality website
- ❖ County call Centre- toll free number 0704220220

The structure for Grievance Redress Mechanism

