

# CUSTOMER COMPLAINTS HANDLING PROCEDURE



We are committed to providing quality service and addressing customer concerns promptly, fairly, and professionally.



## HOW TO SUBMIT A COMPLAINT

Customers may submit complaints, compliments, or suggestions through any of the following channels:



### CUSTOMER CARE DESK

AWWDA Plaza, Muthaiga North Road, off Kiambu Road



### PHONE

+254 715 688 272



### EMAIL

info@awwda.go.ke



### WEBSITE

www.awwda.go.ke



### POSTAL ADDRESS

P.O. Box 45283-00100  
Nairobi, Kenya



Customers may also submit complaints through our official social media platforms or during public participation forums and stakeholder engagement meetings.



## WHAT HAPPENS AFTER YOU SUBMIT A COMPLAINT?

1

Your complaint will be received and recorded.

2

It will be reviewed and forwarded to the relevant department for investigation and action.

3

The responsible department will investigate the matter and take appropriate action.

4

Feedback will be provided within fourteen (14) days from the date the complaint is received.



## COMPLAINTS RESOLUTION TIMELINE

AWWDA endeavors to resolve all complaints and provide feedback within fourteen (14) days.

Where additional time is required due to the complexity of the matter, the complainant will be informed accordingly.



## ESCALATION OF COMPLAINTS

If you are dissatisfied with the response, you may escalate the matter to the Commission on Administrative Justice (Office of the Ombudsman).

## COMMISSION ON ADMINISTRATIVE JUSTICE (OFFICE OF THE OMBUDSMAN)



West End Towers, 2nd Floor,  
Waiyaki Way, Nairobi



P.O. Box 20414 – 00200, Nairobi



Toll Free: 0800 221 349



Telephone: +254 20 2270000



Website: www.ombudsman.go.ke



Email: info@ombudsman.go.ke



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