






KENYA PIPELINE COMPANY LTD

Corporate Communications Department Procedure Manual

Handling Public Complains

ISO 9001:2015 Quality Management System

		Sign	Date
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The signatures above certify that these Standard Operating Procedures have been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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EFFECTIVE DATE: 1st November 2016	ISSUE/REV: 1/2	SUPERSEDES: 1/1	Page 2 of 7

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1. PURPOSE

This procedure defines and documents the necessary control measures to be exercised in resolving Public Complaints.

2. SCOPE

This procedure covers the period from when a complaint is raised at any of the company Depots/Installations or from the Ombudsman's Office, acknowledgement and resolution.

3. REFERENCES

- 3.1 Quality Manual
- 3.2 ISO 9001:2015
- 3.3 Service Charter
- 3.4 Finance Procedures Manual - in case there is payment to be made
- 3.5 Corporate Communications Department Procedures

4. DEFINITIONS & ACRONYMS:

- 4.1 CCO - Customer Care Officers
- 4.2 ISO – International Organization for Standardization
- 4.3 KPC- Kenya Pipeline Company
- 4.4 QMS- Quality Management System
- 4.5 HOD- Head of Department
- 4.6 CCD – Corporate Communications Department

5. RESPONSIBILITY AND AUTHORITY:

The HOD has the principal responsibility for ensuring that this procedure remains adequate for its intended purpose and is being implemented within the department

6. Handling public complaints Process

6.1 Objectives


- To enhance good relationship with stakeholders.
- To close out any complaints that have been received

6.2 Key Performance Indicators

- 6.2.1 Acknowledgement of receipt of public complaints from the Ombudsman's office within two working days.
- 6.2.2 Letter of Resolution signed by KPC and the complainant.
- 6.2.3 Receipt of Compliance Certificate from the Ombudsman.

6.3 Resources:


- 6.3.1 Human resource
- 6.3.2 Financial resource

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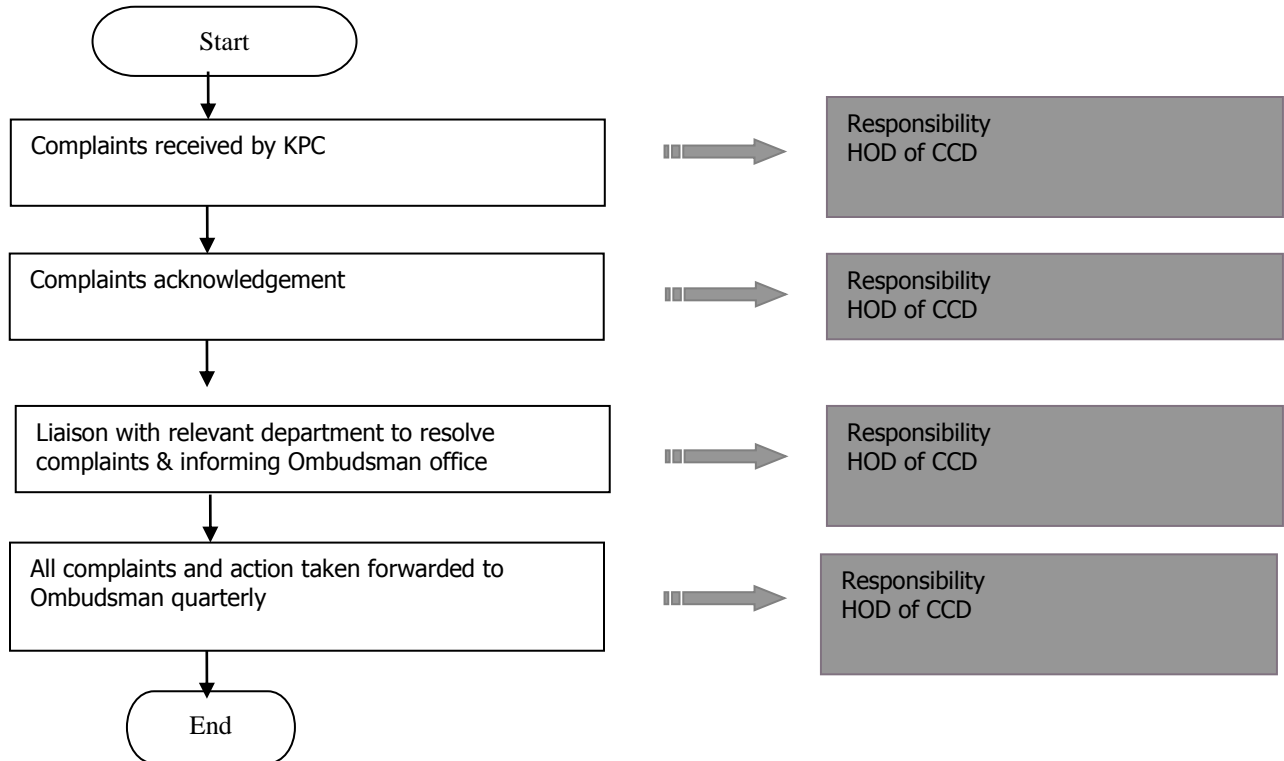
- 6.3.3 Materials
- 6.3.4 Information
- 6.3.5 Environment
- 6.3.6 Infrastructure

6.4 Process Details
6.4.1 Handling Complaints

STEP	SOURCE OF INPUT	INPUT	ACTIVITY	OUTPUT	RESPONSIBILITY	RECEIVER(S) OUTPUT(S)
STEP 1	CCD; external customers	Customer feedback form; details of the complaint	Complaints received by KPC	List of complaints received	HOD of CCD	CCD
STEP 2	CCD	List of complaints received	Complaints acknowledgement	Letters	HOD of CCD	The complainant
STEP 3	CCD	Internal Memos; details of the complaint	Liaison with relevant department to resolve complaints & informing Ombudsman office	Resolution on the complaints	HOD of CCD	Relevant departments
STEP 5	CCD	Details of the complaint	All complaints and action taken forwarded to Ombudsman quarterly	Quarterly reports	HOD of CCD	Ombudsman

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6.5 Process Flowchart




7. DOCUMENTED INFORMATION PRODUCED

- 7.1 Customer Complaints Form Register
- 7.2 Compliant Certificate from Ombudsman's Office
- 7.3 Quarterly Reports
- 7.4 Emails
- 7.5 Memos
- 7.6 Letters


8. RELATED RISKS AND OPPORTUNITIES

Refer to the CCD Risk Register 2016/17 in the Enterprise Risk Management documents

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9. AMENDMENT/REVISION HISTORY

No.	Pages/section amended	Details/reasons of amendment	Approved by (Name and signature)	Date	Effective date
1	All	Following the upgrading of Corporate Communications Section to a Department, the signatories have thus changed from Corporate Communications Officer I & Chief Corporate Communications Officer (CCCO) to Chief Corporate Communications Officer & Corporate Communications Manager (CCM).	CCM	5/6/2015	1/11/2016
2	1,2	Review of PM-7-112 clause 7.1.1 to read: Receives duly filled Business Card Request form with Purchase Requisition number, cost centre and cost element from applicant Clause: 7.3.4 and 7.4.2 were deleted Clause 8.1.1 reviewed to read: The applicant issues Purchase Requisition for the cards and ensures the PR is approved. Clause 8.1.2 reviewed to read: The applicant fills the Business Card Request Form and forwards to CCD together with the PR number and the cost centre and element to be charged	CCM	5/6/2015	1/11/2016
3	1	Review of PM 7 105 clause 3.2 to read Corporate Communications Department Procedures Manual	CMM	5/6/2015	1/11/2016
4	1	Review of PM 7-110 clause 5.1 - to read Corporate Communications Department Procedures Manual.	CCM	5/6/2015	1/11/2016
5	1	Review of PM-7-100 Key performance indicators	CCM	5/6/2015	1/11/2016

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		to read: - More than 300 people visiting the stand per day. Visitors to sign a visitors' book. Review of clause 9.1.8 to read: - Write to the Area Managers concerned to nominate competent staff to man the stand.			
6	ALL	Inserting of templates with inputs and outputs and flowcharts.	CCM	31/10/2016	1/11/2016
7	ALL	Transition from ISO 9001:2008 to ISO 9001:2015.	CCM	31/10/2016	1/11/2016