



REPUBLIC OF KENYA

COUNTY GOVERNMENT OF HOMA BAY

Department of Water, Irrigation, Sanitation,
Environment, Energy, Forestry and Climate Change



HOMA BAY COUNTY

FINANCING LOCALLY LED CLIMATE ACTION (FLLoCA) PROGRAM

GRIEVANCE REDRESS PROCEDURE

S/N	PROCEDURE	ACTIONS	TIMELINE
1.	Lodging of complaints	<ul style="list-style-type: none"> ▪ Fill a grievance form from the county website. ▪ Visit the County climate change unit or the ward office. ▪ Call the Climate Change Unit Toll free number: 0800000870 	
2.	Receipt of grievances	<ul style="list-style-type: none"> ▪ The grievance is received, recorded, and acknowledged to the complainant by the grievance redress officer 	24 Hours
3.	Verification of grievances	<ul style="list-style-type: none"> ▪ The Grievance Redress officer checks if the grievance applies to the county government mandate and gives reviews. 	1 Day
4.	Investigation of Complaint	<ul style="list-style-type: none"> ▪ Complaint report submitted to relevant departmental GRM desks. ▪ Support is provided to ensure action is taken. 	2 Days
		<ul style="list-style-type: none"> ▪ Complaints that require attention of the County GRM Committee 	14 Days
		<ul style="list-style-type: none"> ▪ Complaints outside County mandate filed, and complainant advised on where to seek redress 	2 Days
5.	Escalation procedure of complaints	<ul style="list-style-type: none"> ▪ Concerned departments forward Action Plan to the County Complaints Committee for Validation ▪ Documentation done in the GRM tracker at the county 	7 Days
6.	Feedback	<ul style="list-style-type: none"> ▪ Desk officer informs complainant of action taken to resolve matter. ▪ Closure of complaint by filling Grievance Resolution form ▪ Recommendation on how to improve process recorded 	Within 14 days after closure and or resolution