



*Film Kenya...Capture Africa!*

## **COMPLAINTS HANDLING PROCEDURE**

### **How to complain to us**

---

All complaints and requests for review under our complaints procedure should be sent as follows:

By post: Chief Executive Officer  
Kenya Film Commission  
2nd Floor, Jumuia Place II  
Lenana Road  
P.O. Box 76417-00508 Nairobi

By email: [complaints@filmingkenya.com](mailto:complaints@filmingkenya.com)

By telephone: +254-020 2714073/4 Mobile +254 729407497 / 0733650068

If you are unable to contact us in writing as above, and require a reasonable adjustment because you are a disabled person, you may contact on the telephone line provided above.

Or through our Parent Ministry:

The Principal Secretary  
Department of Culture & the Arts  
Ministry of Sports, Culture & the Arts  
2<sup>nd</sup> Floor, Kencom House  
P.O. Box 49849-00100  
NAIROBI

We have a two-stage complaints handling procedure, explained below. At each stage it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

We have a Committee in place responsible for managing and handling the complaints including notifying you of the outcome.

### **Stage 1**

This is the first opportunity for us to resolve your dissatisfaction. We expect the majority of complaints to be resolved at this stage. On receipt of your complaint we will contact the Complaints Handling Officer and ask him/her to respond to your complaint.

## **Stage 2**

If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by a responsible Senior Manager or Legal Person. Your request together with all subsequent correspondence relating to it should be sent to our Complaints Handling Officer, who will review and forward your request to the Committee.

### **If you are still dissatisfied**

If having followed the two internal stages of our service complaints procedure you remain dissatisfied, you can ask to have your complaint reviewed by the Commission on Administrative Justice (Ombudsman) who is independent of the Commission. The Ombudsman will assess whether there is evidence of service failure or maladministration on our part.

You can contact the Commission on Administrative Justice (Ombudsman) as follows:

By post:	Commission on Administrative Justice West End Towers, 2nd Floor Waiyaki Way Westlands P.O. Box 20414 – 00200 NAIROBI
Telephone or fax:	020 2274046
Email Address:	certificationpc@ombudsman.go.ke
Toll Free Number:	0800221349
SMS Short-Code Number:	15700
Website	<a href="http://www.ombudsman.go.ke">www.ombudsman.go.ke</a>

---

# How we will respond to your complaint

---

