

# MCK PUBLIC COMPLAINTS HANDLING MECHANISM

## Background

In compliance with the constitutional and legal framework on complaints handling and to ensure effective complaints management, MCK has established a public complaints handling mechanism with a view of improving and ensuring effectiveness and accountability in our service delivery. We value and welcome your feedback.

## What constitutes a Complaint?

- Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected or legally required.
- Communication that alleges deficiencies during or after a service.
- Complaints can result from either real or perceived impacts of project activities/ processes.
- Keep in mind that unanswered questions or ignored requests for information have the potential to become complaints and should, therefore, be addressed promptly.

## Causes of Complaints

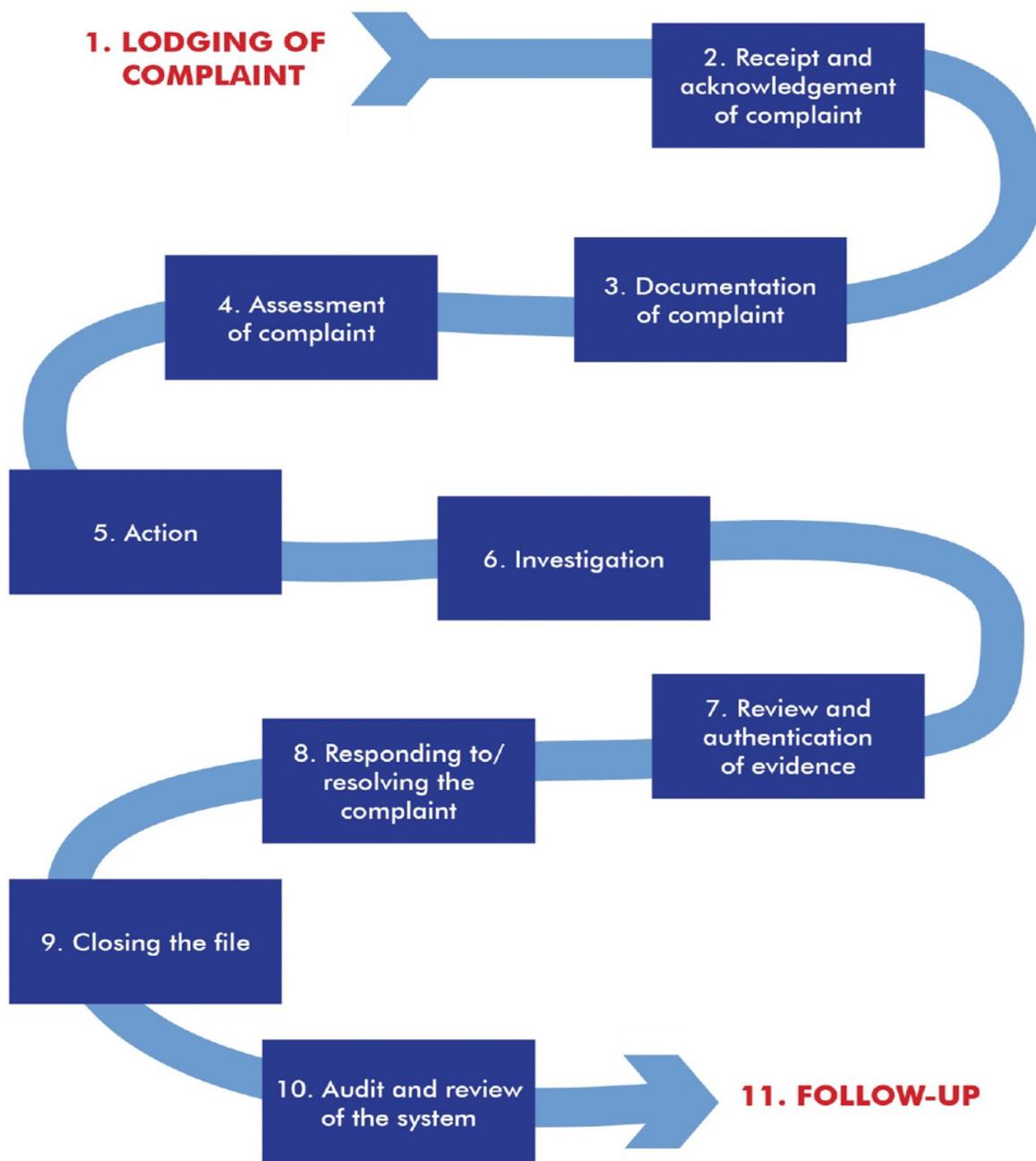
- a. Inappropriate policies, laws or regulations (ambiguous, obstructive).
- b. Complex procedures, processes and routine.
- c. Inadequate capacity of government officers.
- d. Mistake of law (incorrect application, interpretation or ignorance of the law).
- e. Mistake of fact (decisions/action based on incorrect information).
- f. Lack of awareness about the applicable procedures and requirements e.g., of vital documents.
- g. Weak and ineffective complaint handling mechanisms.
- h. Inaccessibility of officers and absenteeism.
- i. Corruption and impunity.
- j. Poor terms and conditions of service.
- k. Poor leadership and decision making.

## Objectives of Public Complaints Handling

- a. To ensure continuous improvement in service delivery.
- b. To provide a user-friendly feedback system for the institution.
- c. To promote both internal and external accountability.
- d. To promote public participation in service delivery.
- e. To resolve any issues raised by complainants who are dissatisfied with the services rendered by the public institution.

The MCK Public Complaints Handling Procedures and the Access to Information Procedures are found on our website: <https://mediacouncil.or.ke/index.php/complaint/service-complaints> and <https://mediacouncil.or.ke/services/information-request> . One can lodge complaints or seek information directly from the website links.

## STAGES OF THE COMPLAINTS MANAGEMENT PROCESS



### Timelines for Processing Complaints: Complaints will be processed within 7 days.

Complaints can be lodged with the Media Council of Kenya via the contacts below:

#### Head Office

Ground Floor, Britam Centre, Mara/Ragati Road Junction  
P.O. Box 43132-00100 Nairobi, Upper Hill

**Telephone:** +254202737058/0111019200

**Cell Office:** +254 727735252

**Email:** info@mediacouncil.or.ke

#### Mombasa Office

KBC offices,  
Sauti House, off Moi Avenue, along Ngonyo Road Opposite  
KRA, Mombasa

**Tel:** 0111019220-229

**Email:** Mombasa@mediacouncil.or.ke

#### Kisumu Office

KBC offices, Awuor Otiende Road, Milimani,

**Tel:** 0111019230-239

**Email:** Kisumu@mediacouncil.or.ke

#### Nakuru Office

Posta House, 1st Floor, Moi Avenue,

**Tel:** 0111019240-249

**Email:** Nakuru@mediacouncil.or.ke

#### Meru Office

Posta Buildings, 1st Floor, Meru Road B6,

**Tel:** 0111019250-259

**Email:** Meru@mediacouncil.or.ke