



KAA'S COMPLAINTS HANDLING POLICY

2017

DEFINITION OF TERMS

KAA – Kenya Airports Authority

SOPs – Standard Operating Procedures

Complaint – In this policy, a complaint is defined as an expression of dissatisfaction by a customer relating to services provided by KAA

OBJECTIVE OF THE POLICY

Kenya Airports Authority's mandate is to provide globally competitive airport facilities and services. Customer focus is thus one of our core values which informs and guides our operations in all our airports and airstrips.

Kenya Airports Authority is therefore committed to responding to the needs and concerns of our internal and external customers, stakeholders and potential business partners.

This policy has been designed to not only provide guidance on the manner in which we receive and respond to complaints, but also draw the scope of our processes in line with the expectations of our customers and as stipulated in our SOPs.

The objective of this policy is to ensure:

- Both our staff and customers understand our complaints handling processes;
- Both our staff and customers' rights are protected;
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OUR SIX POINT COMPLAINT PROCESS

- **We acknowledge** – Within 24 hours of receiving your complaint KAA shall acknowledge receipt of a complaint.

- **We review** – We undertake an initial review of your complaint and determine whether any additional information or documentation may be required to complete an investigation. KAA may need to contact you to clarify details or request additional information where necessary.

- **We investigate** – Within 10 business days of receiving a complaint, KAA shall investigate a complaint objectively and impartially, by considering all the information provided.

- **We respond** – Following the investigations, KAA shall notify its customers of the findings and subsequent actions taken in regards to the complaint.

- **We take action** – Where appropriate we amend our business practices or policies.

- **We record** – We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

OUR COMPLAINT ESCALATION PROCESS

Where possible, Kenya Airports Authority will attempt to resolve all complaints at the first point of contact. If unable, the Authority will undertake an investigation and provide to the complainant the findings.

In the unfortunate event that a customer is not satisfied with how their complaint was handled, the complainant can escalate the complaint to the Office of the Ombudsman for further review.