

**KENYA BUREAU OF STANDARDS**

**CUSTOMER COMPLAINTS POLICY**

**March 2019**

*Approved.*

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## 1. INTRODUCTION

### 1.1 KEBS OVERVIEW

Kenya Bureau of Standards (KEBS) is a statutory body established under the Standards Act (Cap 496) of the laws of Kenya. KEBS commenced its operations in July 1974. KEBS is mandated to provide Standardization, Metrology and Conformity Assessment services through:

- Promotion of standardization in commerce and industry.
- Provision of testing and calibration facilities.
- Control of the use of standardization marks.
- Undertaking educational work in standardization.
- Facilitation of the implementation and practical application of standards.
- Maintenance and dissemination of the International System of Units (SI) of measurements.

**1.2 KEBS Mission:** To provide standards based solutions that promote innovation, trade and quality life.

**1.3 KEBS Vision:** To be a global leader in standards based solutions that deliver quality and confidence.

**1.4** To accomplish its Mission and Vision, KEBS requires all employees to practice its core values: integrity, customer focus, excellence and sustainability

## 2. PURPOSE

This policy provides an organizational approach to complaints handling. All complaints shall be handled in an efficient, fair, accessible, responsive and transparent manner. It also ensures that KEBS is accountable both internally and externally for its complaints handling process. This policy establishes the framework for development and implementation of the complaints procedures

A complaint is any expression of dissatisfaction made to KEBS related to its product or service or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

## 3. SCOPE

**3.1** This policy covers customer complaints in relation to:

- a) KEBS products and services
- b) KEBS customer complaints handling process

**3.2** The policy does not cover complaints managed through other KEBS processes such as:

- a) Consumer complaints which are handled using the consumer complaints procedure,
- b) Employee grievances which are handled using the grievance procedure
- c) Malpractices which are handled using the whistle blower policy.

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#### 4. POLICY STATEMENT

KEBS is committed to providing quality services to our customers guided by our core values; integrity, customer focus, excellence and sustainability.

KEBS recognizes that complaints are inevitable and must be managed effectively as they provide valuable information such as feedback about our service delivery and an opportunity to improve our products and services.

#### 5. GUIDING PRINCIPLES

This policy will be guided by the following principles:

- a) **Commitment:** KEBS is committed to resolving complaints, recognizes customers' rights to complain and considers complaint handling to be part of its core business.
- b) **Accessibility:** KEBS has provided avenues for customer complaints through the customer complaints procedure.
- c) **Transparency:** Customer complaint shall be handled in a fair and transparent manner
- d) **Objectivity:** Complainants and KEBS staff shall be treated with respect and courtesy. Complaints shall be judged on merit and fact.
- e) **Confidentiality:** All complaints shall be handled with utmost discretion.
- f) **Accountability:** KEBS shall be responsible for the decisions made and the complaints handling framework.
- g) **Continuous Improvement:** KEBS shall seek to continually improve its complaints handling framework.

#### 6. RESPONSIBILITIES

**6.1** The Managing Director (MD) shall ensure resources are provided for effective management of customer complaints.

**6.2** The MD or a designated office shall ensure that this policy is implemented and procedures developed.

#### 7. COMPLAINTS HANDLING CHANNELS

**7.1** KEBS customers may complain through the following channels:

The Managing Director  
Kenya Bureau of Standards  
Popo Road, Off Mombasa Road,  
P.O. Box 54974-00200, Nairobi  
Tel No: +254206948000, +254722202137/8,  
+254734600471/2, +254724255242

Toll Free: 1545

Fax: +254206948575

Email: [customercare@kebs.org](mailto:customercare@kebs.org)

[info@kebs.org](mailto:info@kebs.org)

**7.2** If not satisfied with the action taken by KEBS regarding the complaint, please contact the relevant authority:

*Approved!*

*BT*