



Annex VIII. Process Documentation Guide

 REPUBLIC OF KENYA			
Institution/Organization Name:		Kenya School of Law	
Affiliations; Ministry / Department/ County/Parent Company:		Office of the Attorney General & Department of Justice (OAG & DOJ)	
Economic Sector Alignment:		N/A. Since we fall under Political Sector in the Vision 2030	
Big 4 Alignment:		N/A. Since we are an enabler of big 4 agenda in capacity development	
Accounting Officer:		Dr. Henry K. Mutai	
Period: FY		2021/23	
Process Documentation			
Service Name	Procedure for resolving all complaints received		
Brief Description Document Purpose/service	The purpose of this process is to ensure that all complaints received through the different complaints channels are attended to and resolved within the stipulated time frame as per the School's Citizens Service Charter Commitments		
Document Control: Change Record/ Version Number	KSL/QMS/CCS 03/01		
Process Owner: Name and Position	Corporate Communication Officer		
Process Writer (s); Name and Position	Corporate Communication Officer		
Process Reviewer (s) Name and Position	Management Representative		
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Acknowledging of the complaint shared by the Complainant	1 day	PCO /CCO
2.	Recording of Complaint in the Complaint register	1 day	PCO /CCO/CEO
3.	Forward the complaint to the relevant HoD/Head of Section	1 day	HoDs/ PCO /CCO

4.	Resolve the complaint	1-30 days	PCO /CCO	
5.	Get back to the complainant	1 day	PCO/CCO/ Complainant	
6.	Close the complaint	1 day	PCO /CCO	
(Add rows where necessary)				
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Trigger 1: Failure to resolve within the 30 days	1.	This usually occurs when the complaint raised has to been investigated. Such complaints are mainly the ones that are transferred a third party.	More than 30 days	
	2.			
(if any other, add rows)				
Process Maps/Visuals				