



PYRETHRUM PROCESSING COMPANY OF KENYA

COMPLAINTS-HANDLING AND MANAGEMENT INFRASTRUCTURE

| | Indicators | Details of Implementation |
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| 1 | Physical Location | Pyrethrum Processing Company of Kenya (Head Office) Pareto Road Industrial Area Nakuru |
| 2 | Names of Officers in charge of complaints desk | Name Caroline Koech Kenneth Cheruiyot |
| 3 | Complaint desk email | <i>complaints@pyrethrum.co.ke</i> |
| | Dedicated Telephone | 0512211567 Extension 224 and 292 |
| | Email of Pyrethrum Processing Company of Kenya | <i>pbk@pyrethrum.co.ke</i> |
| | Website | <i>www.kenya-pyrethrum.com</i> |
| | Email Address of Chief Executive Officer | <i>md@pyrethrum.co.ke</i> |
| 4 | Resolved Service Delivery Charter | In operation |
| 5 | Institution's Internal Complaint-handling procedures | a. OPEN DOOR POLICY The CEO has an open door policy where any member of staff and public may access and share their issues. b. COMPLAINTS/SUGGESTION BOX <ul style="list-style-type: none"> ▪ Staff or Public may drop their written suggestions/complaints in the box ▪ The Box is opened by 2 officers appointed by the CEO. ▪ A committee set up by the CEO analyses the findings and makes a report to the CEO. ▪ Any issues arising are forwarded to the concerned office and feedback to the staff or public member communicated. |
| 6 | Complaints Register | Maintained by the officers. |