



Kenya Airports Authority
SETTING OUR SIGHTS HIGH

HANDLING CUSTOMER COMPLAINTS

COMPLAINTS CHANNELS IN JKIA

- Customer Service Help desk
- Email
 - talk2us@kaa.go.ke
- Phone calls
- Socio media

Common Registered Customer Complaints

- **Pax A** departing on **ET** complained that on arrival at the Immigration counter the Immigration Officer claimed that his passport was fake. The officer later said the document was valid however his visa had a problem and he should pay kshs. 3000/ for clearance. He paid and by the time he got to the departure gate the flight had left and incurred a penalty for change of flight.

Common Registered Customer Complaints Cont...

- A Senior Journalist complained that he had a very bad experience at the Port health because they do not have an online portal to verify whether one has a genuine card or not. They were also disorganized and did not have an organized system to serve people. They dealt with more than one person at time serving no one. He landed at 1818hrs but left the Airport at 2030hrs.

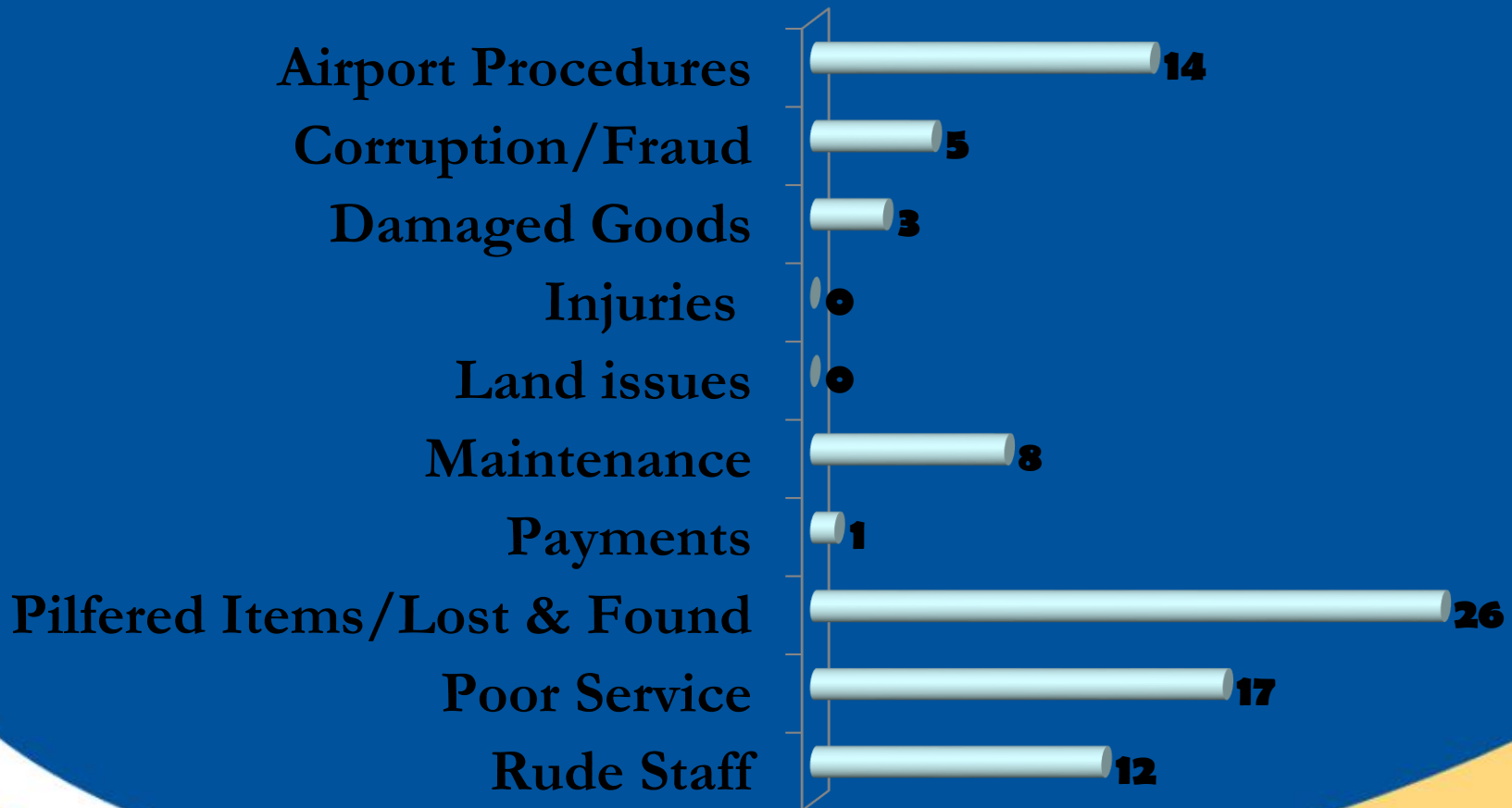
Common Registered Customer Complaints Cont...

- X complained that she was see off her old mother who needed assistance to check in. KAA security officer denied her entry and abused them showing his tag to go and report him. His colleague came to defend him instead on resolving their problem

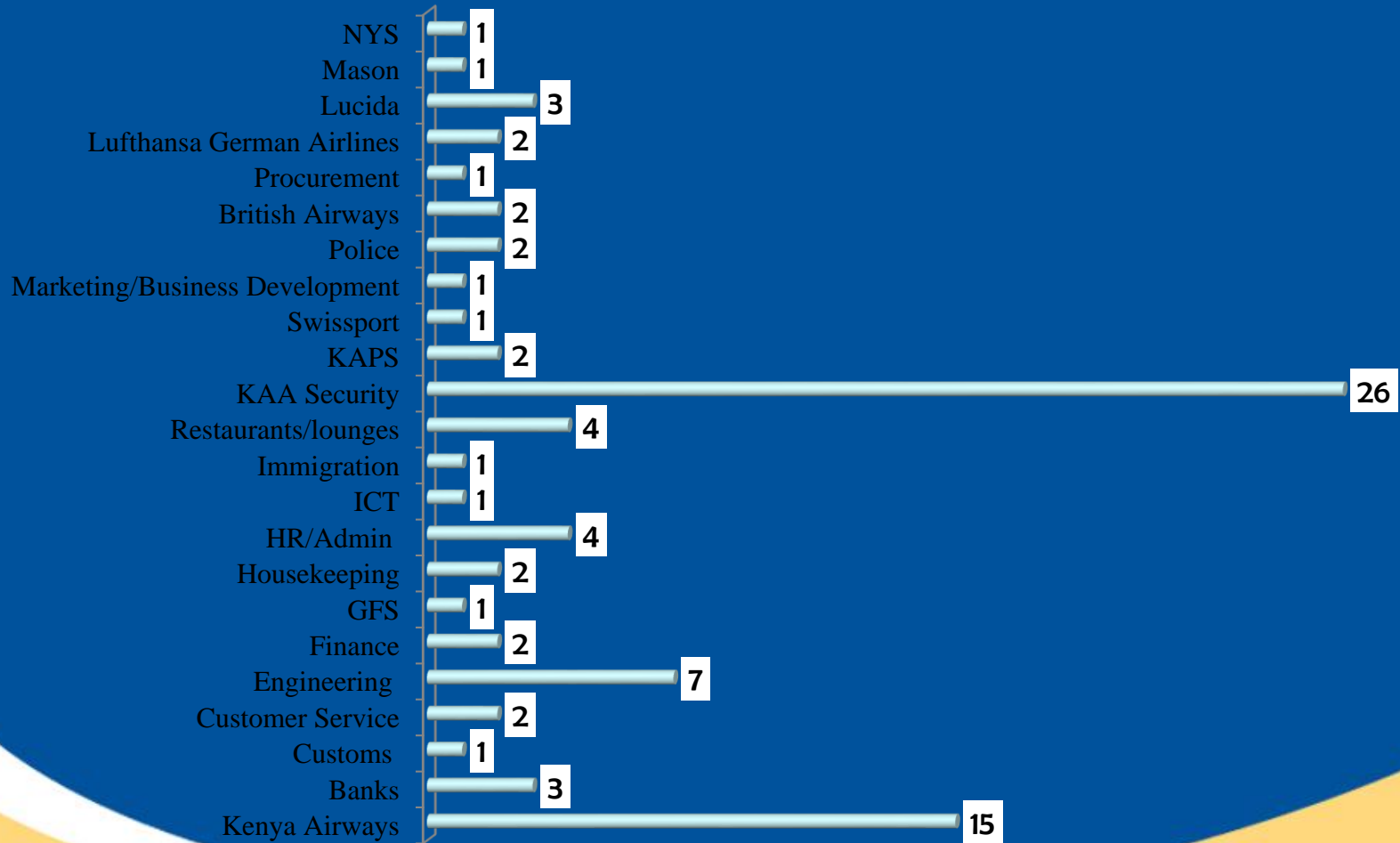
Common Registered Customer Complaints Cont...

- A couple complained that 5 police ladies found them smoking and charged them 100sterling pounds. When they asked for a receipt one of the police officer showed them a gun scaring them and they had to leave.

Nature of Complaints Variations



Complaints Variations as per Depts./ Stakeholders



REGISTERED COMPLAINT HANDLING PROCEDURES

- Acknowledgement
- Open an account for investigation
- Proposed corrective action
- Review by customer service department
- Close complaint

Accounting For Complaints

- Monthly
- Quarterly
- Commission on Administrative Justice

Complaints Report Content

- Nature of complaints
- Channel of Receiving
- Action Taken
- Root Cause
- Corrective Action

LEGAL FRAMEWORK ON MALPRACTICE AND MAL ADMINISTRATION IN KENYA

Penalties

- To deduct twenty five (25) percent of the total score
- Not issue a Compliance certificate at the end of the financial year
- Invoke section 42 and 44 of CAJ Act, 2011 by reporting the non-compliant agency/officer to the appointing authority
- To deduct up to a maximum of fifteen (15) percent of a quarterly score on a pro-rata basis for late submission of reports
- Recommend the removal of the officer in question from public office

Invoke Section 52 of the CAJ Act, 2011

- **A person who:-**
- Without justification or lawful excuse, obstructs, hinders or threatens the Commission or members of staff;
- Submits false or misleading information;
- Fails to honour summons; or
- Misrepresents to or knowingly misleads the Commission or its staff Commits an offence and is liable on conviction to a fine not exceeding **KES 500,000** or to imprisonment for a term not exceeding **21/2 years or both.**

Sanctions

- Failure to respond to CAJ inquiries
 - Failure to implement CAJ decisions, determinations and recommendations
- Victimization of staff who make a report to the institution or CAJ
 - Failure to honour summons or notice to show cause from CAJ
 - Failure to submit the required reports as per these guidelines.
 - Submission of false/misleading quarterly returns
 - Late submission of quarterly reports

QUESTIONS

