

EGERTON

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UNIVERSITY

P. O. Box 13357
Nakuru

NAKURU TOWN CAMPUS COLLEGE

EGERTON RADIO (101.7 FM)

COMPLAINTS HANDLING PROCEDURE

This Complaints Handling Procedure (CHP) is developed in line with Sections 39 – 41 of the Kenya Information and Communications Act (KICA, 2009). It shall apply to the public, the broadcaster (Egerton Radio) and persons attached to Egerton Radio as staff, volunteers or interns.

1.0 Official Registered Name

Egerton Radio (101.7 FM)

2.0 Address

Egerton University Building, George Morara Avenue, Nakuru (Next to Bawani Stores).

Postal Address: P.O. Box 13357 – 20100, Nakuru

Email Address: egertonradio@gmail.com

3.0 Complaints Contact Person

Kioko Kivandi

Head – Electronic Media Studio

Egerton University

Tell: 0722531809

Email: kiokowakivandi@gmail.com

4.0 How to lodge a complaint

- Write a letter (expressing the complaint) or email through the above postal or email addresses.
- Indicate the identity of the complainant as well as the nature of complaint.

- The letter should be correctly addressed to the contact person clearly explaining the complaint.
- The letter should either be in Kiswahili or English.
- While lodging a complaint the following issues will be noted: the person to address the complaint; identification of the root cause of the complaint; the needed correction; corrective action to be taken.
- A complaint can also be lodged in our Complaints Book which is available at our reception. Complaints lodged in this manner should be done during official working hours.
- A complainant should always retain a copy of every correspondence exchanged between the complainant and Egerton Radio for their reference.
- Egerton Radio will communicate with the complainant on the progress of the handling of their complaint.

5.0 Details in the complaint:

- Name of the complainant and their contacts (physical address, email, or phone).
- In very sensitive cases, Egerton Radio will allow a complainant to lodge a complaint without giving their names.
- Nature of the complaint. This may include the time when the complaint was noticed for instance in a programme.
- The remedy being sought by the complainant.

6.0 How the complaint will be handled:

- Once a complaint is lodged, it will be registered in our complaints book and a number given.
- All complaints shall be handled by the Head of the Electronic Media Studio in liaison with other relevant University offices and shall be dealt with in 1-7 days. A complainant shall be informed when their complaint cannot be handled within this period upon which a time frame, specific to the complaint shall be agreed upon.

7.0 Handling Persons Living with Disability:

- Egerton University has an elaborate policy on disability mainstreaming. Egerton Radio adheres to this and has a ramp for easy access to the studio of persons living with disability.
- Persons with disability can thus visit the studio to register their complaint, or write to us through the postal and or email addresses.
- Egerton Radio will connect persons with disability to our Disability Mainstreaming Office for further assistance.

8.0 Popularization of the Complaints Handling Procedure:

This procedure shall constantly be popularized in different public communication platforms of Egerton Radio including radio broadcasts, social media, notice boards, and traditional media platforms.

9.0 Complaints Report:

Egerton Radio shall endeavour to respond to all the complaints within the shortest time possible but not later than in 48 hours after being reported. Egerton Radio shall prepare a report of the complaints every three months and share with relevant offices/authorities. The report shall show what complaints were received and how they were handled or their status if they are still pending.