



KENYA PIPELINE COMPANY LIMITED

COMPLAINTS HANDLING POLICY

Kenya Pipeline Company Limited (KPC) is committed to safe, reliable and efficient delivery of quality Oil and Gas products and services from source to customer and all stakeholders in accordance with relevant standards and laws.

KPC is committed to being responsive to the needs and concerns of all our stakeholders. This policy is designed to provide guidance. The process is anchored in KPC's complaints procedure.

To achieve this commitment KPC guides as follows:

1. Contact your nearest liaison person from KPC for assistance.
2. If unsatisfied, complete a feedback form on our website www.kpc.co.ke and email your complaint to complaints@kpc.co.ke or send it to KPC Post Office Box 73442-00200, Nairobi, or call using the telephone numbers provided on the website. Your complaint will be recorded in the complaints forms provided
3. We will acknowledge receipt of your complaint within five (5) business days.
4. We are committed to giving a decision on the complaint (feedback) within thirty (30) business days. Any delay caused beyond this timeline may be due to exceptional circumstances.
5. Provide all the information required to assist resolve the complaint/s.
6. All Complaints will be recorded for analysis and continual improvement.
7. If you are not satisfied with how your complaint has been handled, or resolution provided by us, you can escalate your complaint to the Commission on Administrative Justice (Office of the OMBUDSMAN), for independent external review.
8. If your complaint is currently being investigated by the state or any agency, KPC will cooperate to enable speedy resolution.

KPC's preferred approach is to resolve all complaints harmoniously and promptly.

SIGNED 

MANAGING DIRECTOR

DATE: **JULY 2018**