



RURAL ELECTRIFICATION & RENEWABLE ENERGY CORPORATION

VISION:

A Green Energy Driven Nation

MISSION:

To provide sustainable energy solutions for all through Rural Electrification and Renewable Energy for social economic Transformation

COMPLAINTS HANDLING PROCEDURE

| COMPLAINTS CHANNEL | | PROCEDURE |
|--------------------|--|---|
| 1. | Receipt of complaint at the reception | Complaints handling desk is located at the RREC Reception, ground floor, Block C, KAWI house, Bellevue South C, behind Boma Hotel. 1. At the reception area a form is provided to be filled by the complainant. 2. The complaint is then sent to the concerned officer/ department for resolution. The complaint is recorded for follow up. 3. The department concerned acknowledges in 24 hrs and responds within 7 days. |
| 2. | Receipt of complaint by email and telephone | The complaints desk email is complaints@rerec.co.ke ; info@rerec.co.ke Our mobile numbers for handling complaints is 0709193000/3600 Email and mobile numbers to management are provided to customers on request for purposes of handling complaints. |
| 3. | Resolving complaints | We endeavor to address these complaints in the following manner: Acknowledgement of Correspondence a. Emails: Within 1 working day b. Posted Letters: Within 5 working days after receipt Substantive responses on complaints – within 15 working days We also endeavor to address specific issues raised, provide written reasons supporting the action or position. |
| 5. | Submit report at the end of each quarter on complaints handled and their status. | The department will then compile all the complaints received and handled and submit a report to Management and to the Commission on Administrative |

REREC Kenya

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www.rerec.co.ke

HUDUMA BORA YAKO NI HAKI YAKO