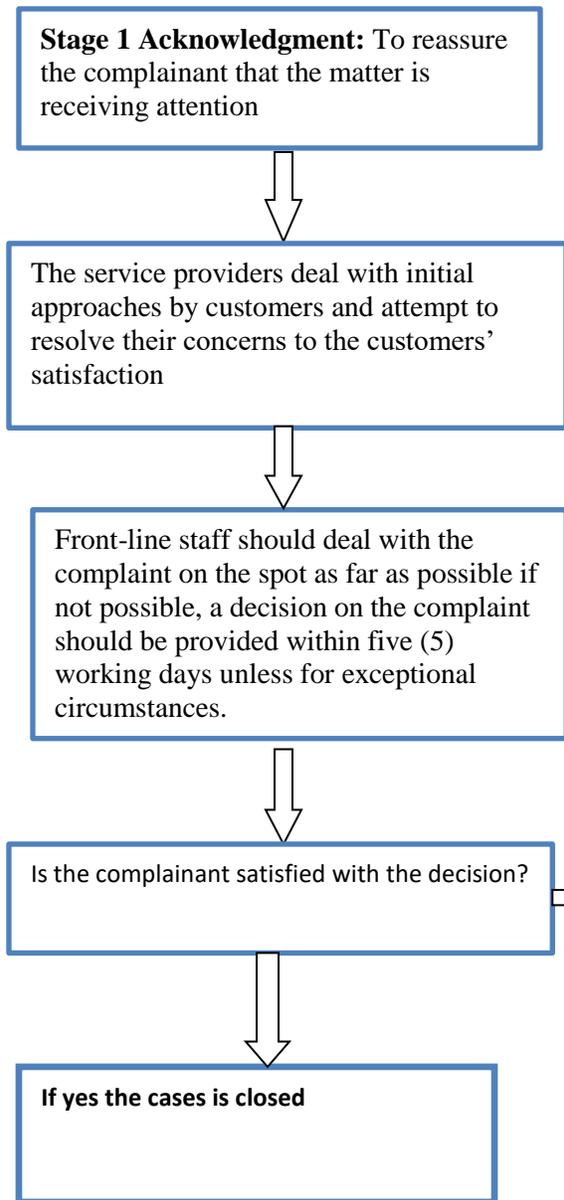
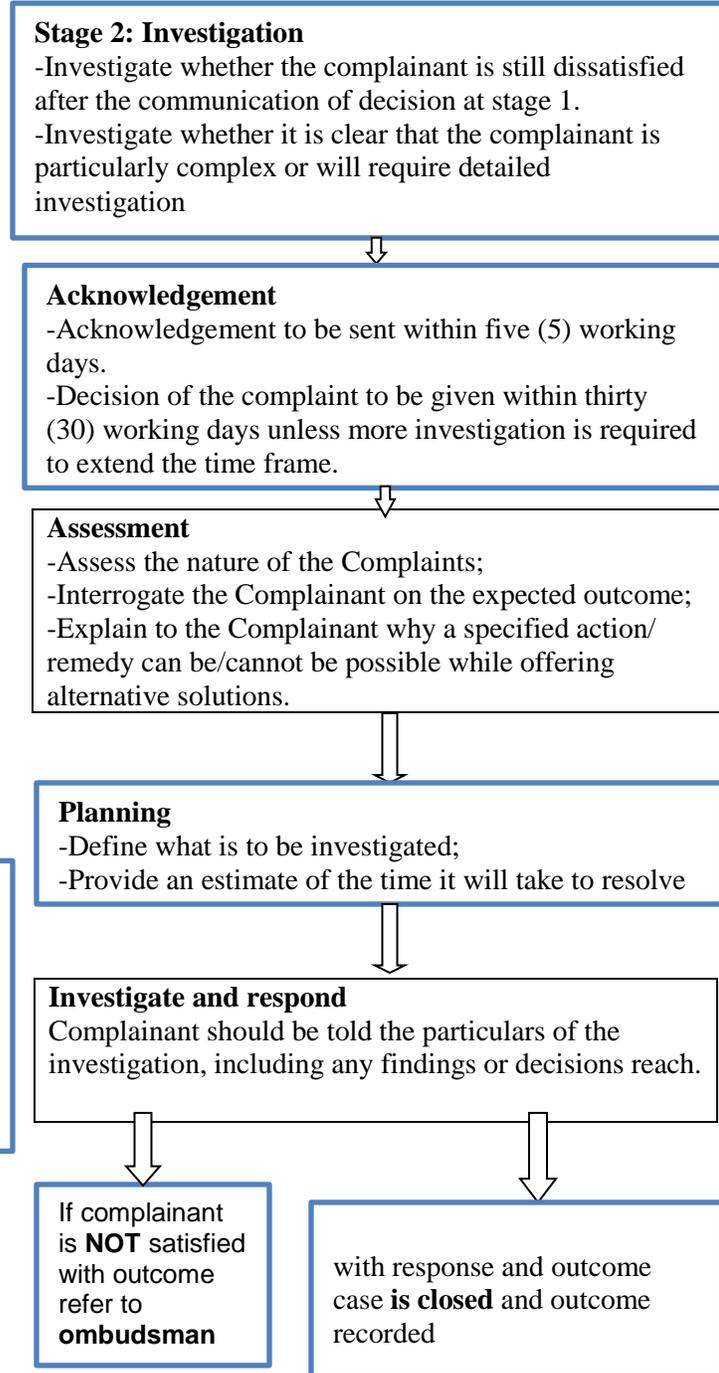


## Complaint Handling Procedure

### Tier 1 FRONTLINE RESOLUTION



### Tier 2 SENIOR OFFICER COMPLAINT RESOLUTION



### Communication channels through which complaints can be launched:

- 1) Ministry of Health blog ([www.health.go.ke](http://www.health.go.ke))
- 2) Writing letters to the Principal Secretary,  
Ministry of Health  
P. O .Box 30016-00100  
Nairobi
- 3) Telephone call; - 0703045192; 0703045023 or 0703045212
- 4) E-mail: [complain@health.go.ke](mailto:complain@health.go.ke)