

Write up for Complaints for the Ministry website

A Complaint is an expression of dissatisfaction by a person, group, institution or organization about an unsatisfactory or unacceptable situation, including an act or omission or about the standard of service, whether the action was taken or the service was provided by the person(s), the institution itself or body acting on behalf of the public institution.

The Ministry has mandated the Ministerial Resolution of Public Committee to address maladministration through effective complaints handling by processing and investigating all complaints cases lodged; promoting good governance and efficient public service delivery by following the laid down policy, procedures and operation systems.

Lodging of complaints: The complaints handled by the Ministerial Resolution of Public Committee) emanate from both internal and external customers.

A person(s) can lodge a complaint on his or her own name or on behalf of another person. A group, organization or institution can also lodge a complaint using the laid down mechanisms

Apart from the complaints lodged through the modes stated above, the Ministry also takes up the following complaints:

i. Own motion matters

The Ministry will pick up own motion matters that are relevant to its mandate, for instance issues exposed through the media, parliament among others.

ii. Anonymous complaints

iii. Complaints originating from reports, including social audits.

Access to Information

Access to Information is one of the fundamental socio-economic development tools. It is not uncommon to hear a person say “Information is powerful”. Whether the person says that cautiously or incautiously, it is obvious that without information there is ignorance. But for the information to be powerful it must be timely and accurately. The process with which information is handled or given will therefore affect the power of the information.

In 2016 the Government passed an Access to Information Act to give the right of access to information by citizens under Article 35 of the Constitution. The implementation of the



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Act was conferred on the Commission on Administrative Justice (CAJ) to oversight and enforcement its functions and connected purpose.

Process of application for information

- i) Any person may make a request to access information in writing in English or Kiswahili
- ii) The applicant should provide detailed and sufficient particulars for the Ministry to understand what information is requested.
- iii) Should the applicant be unable to make a written request for access to information in accordance with subsection (i) because of illiteracy or disability, the information officer shall take the necessary steps to ensure that the applicant makes a request in manner that meets their needs.

Communication channels through which complaints can be launched:

- 1) Ministry of Health blog (www.health.go.ke)
- 2) Writing letters to the Principal Secretary,
Ministry of Health
P. O. Box 30016-00100
Nairobi
- 3) Telephone call; -2717077- extension 45192, 45023, 45089 or 0703045212
- 4) E-mail: complains@health.go.ke



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