



COUNCIL OF LEGAL

COMPLAINTS HANDLING FRAMEWORK & SERVICE DELIVERY CHARTER

Introduction

- **What is a Complaint** - expression of dissatisfaction by one or more members of the public about action or inaction
- **Who can complain** - anyone receiving or seeking service
- **Ombudsman** - one appointed to resolve public complaints

Categories of complaints

- Complaints against public officers & institutions
- Complaints by public officers against fellow public officers
- Complaints by public institutions against other public institutions

Ways of lodging complaints at Council of Legal Education

- **Online forms.** Complaints/compliments and feedback forms can be accessed by logging in to the CLE Website (www.cle.or.ke), under **CONTACTS** by filling in the forms and submitting electronically.
- **Complaints mobile number.** Verbal complaints/compliments can be made directly through the mobile number: +254 20 698 00100, +254 20 201 1382
- **Email.** Complaints/compliments can be submitted electronically through the email address: info@cle.or.ke
- **Complaints/compliments (written or verbal)** can be submitted directly to the Office of the Secretary/Chief Executive Officer.
- **Post Office.** Complaints and compliments can be sent by post address to the Secretary/Chief Executive Officer, Council of Legal Education: P.O. Box 829-00502, Karen, Nairobi.
- **Complaints registers.** All the Directorates / Departments have opened complaints registers for recording of complaints from both internal and external customers.

Ways of lodging complaints for CAJ

Customers can complain directly to Commission on Administration Justice (CAJ) using any of the following avenue:

- Visiting CAJ offices at West End Towers, Waiyaki Way, Westlands, Nairobi to deliver a verbal complaint.
- Sending an email addressed to CAJ through Email: complain@ombudsman.go.ke
- Calling telephone: 0202270000
- Writing to P.O. Box 20414 - 00200, Nairobi

Types of complaints

- a) **Minor complaints** - easily resolved, takes less time
- b) **Moderate complaints** - may need referrals/investigations and takes more time

- c) **Major complaints** - complex, involves many stakeholders, lengthy investigations and takes more time to resolve (sometimes referred to CAJ).

Adherence to the Service Delivery Charter

The Council of Legal Education has developed a Service Delivery Charter to guide in service delivery to our customers. The provisions on the service charter involve services offered by most departments within the Council. Members of staff are encouraged to observe the timelines on the institution's service charter to ensure quality services are provided to our customers. Our external customers are also requested to read the Council Service Delivery Charter so that they are aware of the services they receive and if they are of quality. The service delivery charter is on the CLE website.