



(CCK/CF 001)

Communications Commission of Kenya (CCK)

P. O. Box 14448 – 00800, Westlands,
Waiyaki Way, Opp. Kianda School,
Nairobi, Kenya.

Tel: 254-20-4242000

Fax: 254-20-4348135

Email: info@cck.go.ke

Website: www.cck.go.ke

COMPLAINTS FORM

Details on how to fill this complaint form and follow up on your complaint

Any person who wishes to present a complaint to the Commission regarding any practice by a service provider is strongly advised to fill in this form in addition to forwarding any complaint letter/document(s). You are further required to demonstrate your efforts to have this complaint resolved by your service provider.

Make sure your complaint is constructive. Include a brief statement of facts in chronological order and point at the issue.

The Communications Commission of Kenya reserves the right not to investigate a complaint that is abusive or offensive. To help ensure that your complaint results in a fair and speedy solution, the complainant is asked to show a genuine willingness to resolve the complaint by dealing with the Commission in a cooperative and reasonable manner. Supporting documents and relevant information should be enclosed and these include but are not limited to; letters, contract or agreements and proof related to the complaint. The complainant shall also indicate the remedy sought from the service provider on this form. The remedy sought should be reasonable and realistic.

Please note that personal information supplied by you will only be provided to the service provider concerned. Information provided on this form is confidential and will only be used by the Commission in an authorized manner. The Communication Commission of Kenya may pass on the details of your complaints (except your personal or contact details) to other government agencies who investigate customer complaints. The Communication Commission of Kenya will not pass on your personal or contact details to any other agency without your express permission. Complaint Reference Number shall be quoted on all subsequent correspondence regarding this matter.

If the space provided is insufficient, please continue on a separate sheet of paper. Any separate sheet of paper used should be attached to this form. Having completed the form the complainant shall sign

it personally. In case of corporate body, authorized personnel shall sign this form accordingly. The form shall be delivered to the address indicated above.

1.

(i) Complainants details

Full Names
Address P.O. Box Postcode
City/Town:
Telephone Number Mobile
Fax Number Email
Nature of Business or if Personal/Individual

(ii) Service provider details (Please indicate details of the service provider you are complaining about)

Full Name of organization
City/Town:
Telephone Number Mobile
Fax Number Email
Nature of Business

2. Type of complaint (Please select the type of complaint that describes your complaint) -

- Billing dispute
- High tariffs
- Communication and hand held devices
- Service interruption
- Quality of Service
- Service provisioning delays
- False and misleading advertisements
- Intrusion of privacy
- Health and safety
- Poor Customer service
- Access to emergency services
- Access to customer care services
- Other (Please Specify)_____

