

Frequently Asked Questions on Service Charter and Complaint Handling at the Kenya Yearbook Editorial Board

1. What is a service charter?

A service charter sets out the standards of service clients can expect from an organisation, as well as ways to make a complaint if you are unhappy with the service.

2. How do I make a complaint about the Kenya Yearbook Editorial Board?

You can make a complaint through formal writing and dropping the letter to our offices at NHIF Building, 4th floor. You can also send an email to our office email – info@kenyayearbook.go.ke. You can also send a complaint through our social media handles – Twitter @kenyayearbook and Facebook Kenya Yearbook Editorial Board. Lastly, you can make a complaint via telephone through our official numbers – +254202715390. You can also lodge a complaint to the Office of the Ombudsman if you believe the Board is taking too long to resolve your concerns.

3. How many days does it take for my complaint to be resolved?

Initial feedback will be given within 7 working days.

4. Do I have to pay for my complaint to be heard?

No, there is no fee required for lodging any complaint.

5. What if I have an inquiry and not a complaint?

Inquiries are answered within 10 minutes while correspondences can take between 4 and 14 working days.

Have a look at our service charter that offers more details on the same. If you have any other question, please reach out through our email – info@kenyayearbook.go.ke.