

THE NATION MEDIA GROUP PLC
NATION CENTRE KIMATHI STREET, NAIROBI
COMPLAINT HANDLING POCEEDURE-AUGUST 2019

1.0 Scope

This Procedure applies to the following Services

- ❖ **NTV Kenya** - A [commercial FTA](#) Television broadcasting in Kenya
- ❖ **Nation FM** - A commercial radio service broadcasting on the FM Band in Kenya.

2.0 Channels to receive complaints

Nation Media Group PLC (here after referred to as “The Company”) requests all its viewers, listeners and the general public to officially voice any complaints, reservation or comments on any services that they may have received from our 2 channels above, on any medium. The complaints should be lodged through the official channels below:

MODE	ADDRESS
In Person	6th Floor Nation Centre, Kimathi Street Nairobi
By POST	CUSTOMER CARE, NATION MEDIA GOUP PLC. P.O Box 49010 -00100 GPO NAIROBI
By TELEPHONE	+254(0)203288000 +254(0)719038000 +254(0)732138000
By SMS TEXT	20686 (from any network within Kenya)
By Email1	Customercare@ke.nationmedia.com
By Email2	Feedback@ke.nationmedia.com

Any changes to the addresses and numbers above will be publicly communicated and an amendment made to this procedure.

3.0 Submission of complaints

The complaint communication should meet the following criteria:

- 1) Is submitted in either Swahili or English in duplicate a copy of which the Complainant shall retain after the Complaint is given a reference number.
- 2) Contains Full Name of Complainant.
- 3) Contains a return address and contact number for the complainant.
- 4) Contains the legal entity status of complainant (Person, Company, Organization, group, etc.)
- 5) Region or location where complaint is originated from
- 6) Contains a non-ambiguous description of the actual complaint with dates and times of occurrences included.
- 7) Where the complaint is received in a verbal format (In Person or Voice call), an appointed officer of the company shall fill the details of the complaint in the form attached as Appendix-1.
- 8) All complaints from People with speech and writing impairment will be received in person at the Nation Centre where an interpreter will be provided and an appointed officer of the company shall fill the details of the complaint in the form attached as Appendix-1.
- 9) All the complaints delivered in person or via telephone call shall only be received within business hours of 0800 to 1700hrs on business days (Monday to Friday except public holidays). All complaints sent by SMS or email outside these hours shall be deemed to have received on the next business day.
- 10) All complaints must refer to a subject matter or to an infringement that occurred within the last 30 days of the day of lodging the complaint.
- 11) The company shall not investigate or respond to complaints that are forwarded anonymously or those that in its reasonable opinion considers to be:
 - i) Frivolous
 - ii) Vexatious
 - iii) Malicious
 - iv) Generally an abuse of this process

4.0 Handling of complaints

The Company shall treat all the received complaints confidentially and retain all electronic versions of received complaints in its systems for a period of not less than 2 years. The filled out forms from sub article (7) above will be filed and retained for a period of not less than 2 years.

The company shall acknowledge receiving the complaint by responding to the complainant within 48 hours of duly receiving the complaint. The acknowledgement will follow the same channel as the one used to lodge the complaint. The acknowledgement will include a request to the complainant to keep a copy of all communication with the company as it regards to the complaint. Where a resolution of the complaint will have already been made, the acknowledgement will include notification of the resolution

Upon receiving the complaint, an officer of the company will give each complaint a reference number following the naming convention of and classify the complaints into 4 broad categories:

	Category	General Guideline	Internal Handling teams
1	Service	Availability or lack of	Technical Team
2	Content	Appropriateness or lack of	Programming team
3	Intellectual Property	IP Disputes	Management & Legal
4	Compliance	Legal & Regulatory issues	Legal, Regulatory & Corporate Affairs

The complaints will be investigated based on initial information provided. Where additional information is required, this will be requested from the complainant within 3 days of receiving the complaint. This will be by way of telephone call or email. When additional information is provided, the complaint date will be updated to the date the additional information was provided. Therefore the complaint will be treated as a fresh case for the purpose of resolution time frame.

The company will refer to its internal resources for any material which will be subject of any complaint. This will be analysed against the complaint claim.

The internal handling teams after their initial investigations will then based on the determined severity classify the complaints follows:

Severity	Resolution Time
Minor	Within 2 working days
Major	2 days to 2 weeks
Difficult	2 days to 4 weeks
Complicated	No Solution yet found by the 45 th day. This state of the complaint will be communicated to the complainant

The company retains all its aired content for a period of 180 days. When such content is the subject of a filed complaint, that content will be extracted and kept for a further period of 2 years from the day of complaint.

The company shall further maintain a master register of all complaints in a table that captures the following data:

Reference Number	
Name of complainant	
Primary Contact	
Category	Service
Complaint A/V Media	Yes/No
Filename	
Handling Team	

Severity	
Status	
Complaint Date	
Resolution Date	
Date of feedback	
Customer feedback	

5.0 Resolution of complaints

Upon resolution of the complaint, the complainant will be notified through their initial channel of communication. The complainant will be requested to comment on whether or not they were satisfied with the resolution. The complaints register will be updated accordingly. If the complainant is not satisfied with the resolution, they should escalate the complaint to:

The Director General
Communications Authority of Kenya
Waiyaki Way
P.O. Box 14448-00800, Nairobi.
Email: broadcast.complaint@ca.go.ke
Fax: +254-20-4451866 Tel: +254-20-4242000

NATION MEDIA GROUP PLC-COMPLAINT DISPOSITION FORM

<i>Particulars of Complainant</i>	
Name :	
Telephone Number:	
Email:	
Complaint type (Personal or Group):	
If Group (Fill Group Particulars):	
Date of Occurrence:	
Date of filing Complaint/additional details:	
Reference Number:	
<i>Complaint Details (Provide as much information as possible)</i>	
Sign.....	
(Officer of the company)	Sign..... (Complainant where available)