

Key success factors :

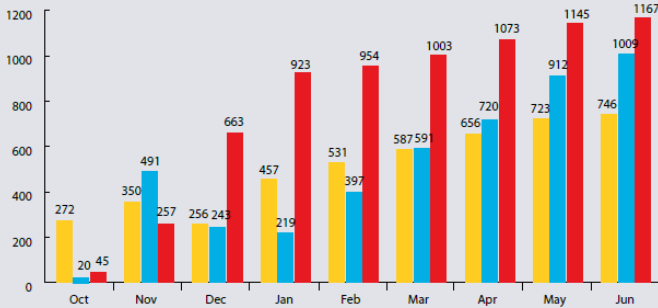
Integration to existing structures at community and county levels and ownership of state institutions :

- **Build on existing local/ County structures** to facilitate community feedback and addressing complaints
- **Linked with National Commissions** mandated to address Public Complaints and the County Government/ County Assembly as well as the County Commissioner Office to ensure **legal redress**
- **Linked with non State actors** providing services to ensure **non judicial redress** at grassroots and County levels

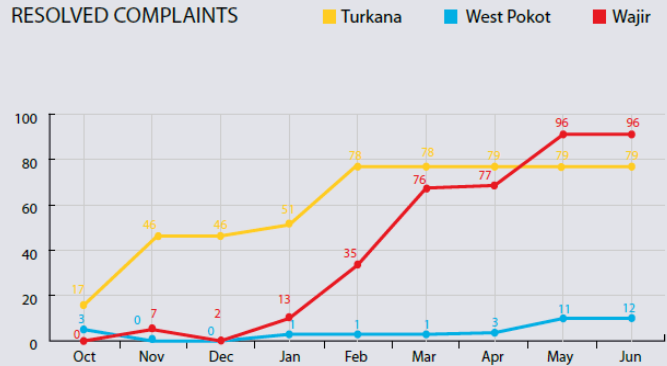
Collective implementation with strong leadership commitment at national and county level

Results from Oct 2014 to June 2015

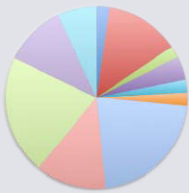
COMPLAINTS, FEEDBACK, COMMENTS



RESOLVED COMPLAINTS

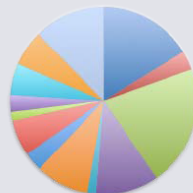


COMPLAINTS BY SECTOR



- Education, Culture, Youth Affairs and Social Services 21.9%
- Public Services Management 21.1%
- Non Food Items 13.3%
- Roads, Public Works and Transport 12.5%
- Information, Communication and e-government 10.9%
- Environment, Energy Environment, Natural Resources and Water 4.1%
- Land, Physical Planning and Housing 2.3%
- Agriculture, Livestock Development & Fisheries 2.3%
- Food Aid 2.3%
- Health Services 2.2%
- Other 7%

COMPLAINTS BY CATEGORY



- Quality of aid or services 20.9%
- Non inclusion 16.3%
- Timeliness of aid or services available 10.9%
- Behavior of staff 9.3%
- Procurement of commodities or services 6.2%
- Fraud 6.2%
- Embezzlement 5.4%
- Quantity of aid received 3.3%
- Recruitment 3.1%
- Bribery 3%
- Conflict Of Interest 1.5%
- Political interference 1.5%
- Others 12.4%

LOCATIONS VISITED



83

TURKANA



45

WEST POKOT



69

WAJIR

RADIO SHOWS



5



7



7

PAPER FORMS COLLECTED



123

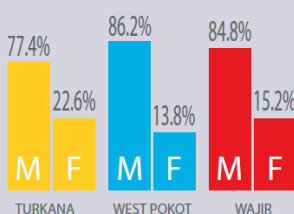


46



50

COMPLAINTS BY GENDER



You want support to develop a good practice fiche ? Please contact Astrid de Valon, devalon@unhcr.org
IASC Task Team on Accountability to Affected Populations and Protection from sexual Exploitation and Abuse (AAP/PSEA)