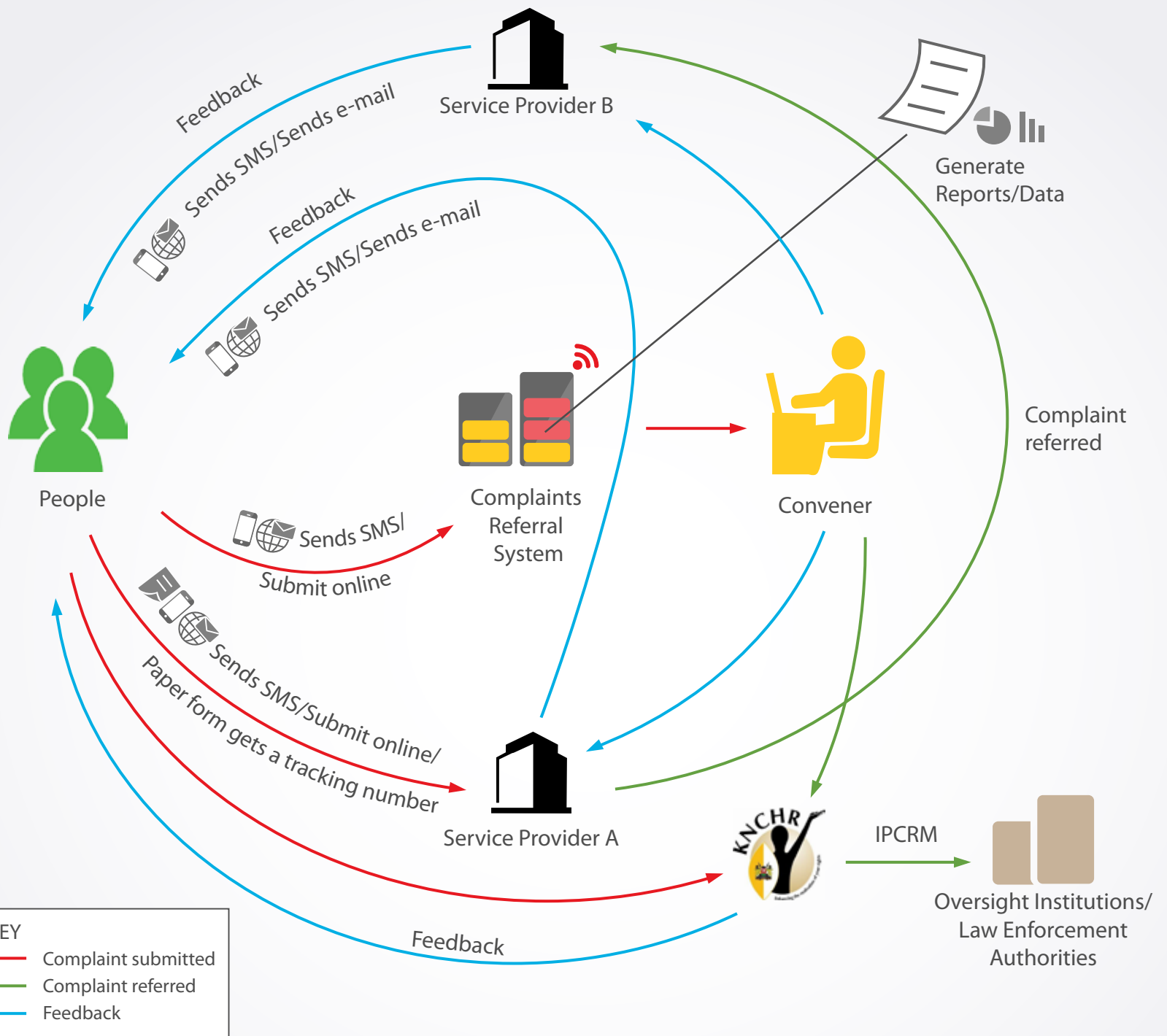


Uwajibikaji Pamoja

How It Works



- All complaints are fed into the web-based system and referred to the organisation concerned. Complainants receive a tracking number by SMS and a notification each time any update or progress is made in addressing the complaint.
- If no action is taken or response is given after a defined lapse of time, the concerned organisation receives a reminder by email from the convener of the Integrated Complaint Response Mechanism, who will have been notified to follow up. The system also generates data and reports regarding the type of complaints received (broken down per gender, age group, sector, type of complaint), geographical areas and the duration between the lodging of complaints and subsequent actions or resolutions.