

Embassy of the Republic of Kenya
2249 R Street, NW, Washington DC 20008

COMPLAINT FORM

This Complaint Form will assist members of the public who seek services at the Kenya Mission in Washington and New York (*Consular services*) file formal complaints about our services. We would like to improve our service delivery.

Please note the following before you fill the form:

1. Anybody who uses our services can present a complaint addressed to the Ambassador Embassy of the Republic of Kenya through email address complaints@kenyaembassy.com.

2. **Please note further**
 - Complaints have to be **written** and **signed** by the complainant.
 - Complaints can be hand delivered to the above address or sent by Post.
 - Complaints can be submitted by email.
 - Complaints can be submitted using this Complaint Form or in the form of a letter.

4. The Complaint should contain the following information

- The **Name** and **Address** of the Complainant.
- **Who or what** the complaint is about, please try and specify the department that has failed to deliver the service you expected.
- A **short description** of the complaint.
- The behavior or conduct complained of.

About Yourself

Name.....

Address.....

Telephone/Fax

Email.....

About the Complaint

What service within the Kenya Mission or Public Officer are you complaining against?

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Do you have any reference which you may have been given by the Kenya Mission that can help us resolve your matter expeditiously

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Please provide a brief description of the complaint.

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What do you consider was wrong with the way in which the Public Officer acted?

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Attach copies of supporting documents (if any).

I hereby certify that the information provided is true to the best of my knowledge and the same is given voluntarily.

Signed _____ **Date** _____

Receiving officer _____ **Date** _____



For Official Use only

Reference.....

Action.....