

TSC STAFF RETIREMENT BENEFITS SCHEME



COMPLAINTS MANAGEMENT POLICY

2024

VISION

An exceptional pension scheme offering comfort in retirement

MISSION

To ensure prudent utilization of Scheme Funds and provide timely benefits to members and their beneficiaries

CORE VALUES

- **Integrity**
- **Equity and fairness**
- **Respect for members**
- **Accountability**
- **Innovativeness**

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1.0 Introduction

The Teachers Service Commission Staff Retirement Benefits Scheme is committed to maintaining the highest standards of service and accountability. This Complaints Management Policy provides a structured process for addressing concerns and complaints from members, Trustees, service providers, and other stakeholders.

2.0 Objectives

- To provide a clear, accessible process for lodging and addressing complaints.
- To ensure that complaints are handled promptly, fairly, and impartially.
- To foster trust and transparency in the management of the Scheme by receiving and responding to complaints effectively.

3.0 Scope

This policy applies to all complaints made by members, Trustees, service providers, and other stakeholders of the Scheme. It covers complaints related to services, decisions, communication, and any other aspect of the Scheme's operations, excluding matters that fall under the Whistleblowing Policy.

4.0 Complaint Submission Procedures

4.1 Lodging a Complaint

- Complaints should be submitted in writing to the Scheme's administrator or the Trust Secretary.
- Complaints can be submitted via email, in person, or through a designated complaints portal domiciled on the Scheme's website.

4.2 Acknowledgment of Complaint

Upon receipt, the complaint will be acknowledged within seven (7) working days, with an outline of the process and expected timeline for resolution.

5.0 Complaint Handling and Resolution

5.1 Initial Review

The Trust Secretary will conduct an initial review of the complaint to determine its validity and categorize it based on severity and complexity.

5.2 Investigation

A thorough investigation will be conducted, to understand the nature of the complaint and determine the appropriate resolution.

5.3 Resolution and Feedback

The Scheme will endeavor to resolve the complaint within 14 working days. If additional time is required, the complainant will be informed of the reasons for the delay and advised on a revised timeline.

The complainant will receive a written response detailing the findings of the investigation and the steps taken to resolve the issue.

6.0 Escalation of Complaints

If the complainant is not satisfied with the resolution provided, they may escalate the complaint to the Board of Trustees for further review. Should the complainant remain dissatisfied after the Board's review, the complaint can be escalated to the Retirement Benefits Authority (RBA) as the final step in the escalation process.

For complaints relating to procurement, should the complainant remain dissatisfied after the Board's review, the complaint shall be escalated to the Public Procurement Regulatory Authority (PPRA).

7.0 Monitoring and Reporting

All complaints and their resolutions will be documented and reviewed regularly to identify any trends or areas for improvement.

Regular reports on complaints will be presented to the Board of Trustees to ensure transparency and continuous improvement.

8.0 Review and Revision of Policy

This policy will be reviewed every three years or as required by changes in legal, regulatory, or business requirements. Any revisions shall be approved by the Board of Trustees.

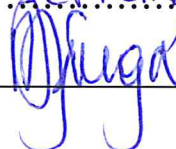
9.0 Adoption and Sign Off

This policy is adopted by the Teachers Service Commission Staff Retirement Benefits Scheme and is effective from the date of approval by the Board of Trustees.

Signed by the Trustees of **Teachers Service Commission Staff**

Retirement Benefits Scheme on this ^{20TH} day of SEPTEMBER 2024.

COMMISSIONER MBAGE NJUGUNA NG'ANG'A



MR. FRANKLIN KIPRONO CHOGE



MR. GEORGE MUNENE GICHONJO



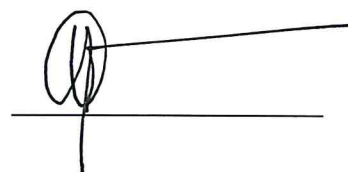
MS. JENNIFER WAITHIRA NDEGE



MS. ERICA KIPSOISOI RUTTO



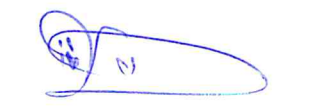
MR. GEORGE ONYANGO ODAWO



MR. SAMUEL MWENDA KITHINJI



MR. JOSHUA KITHUNU KAMANA



In the presence of the Trust Secretary

MRS. SALOME KARAMBURI MWITI

