

COMPLAINTS REPORTING MECHANISM CHARTER

Excellence in customer service is one of the most important tools for sustained business growth. We commit to ensure that complaints are resolved not only in the shortest time possible but in the most effective manner. In order to address all customer complaints, our Complaints Reporting Procedure will guide on the steps to follow:



1. AT ANY POINT OF SERVICE DELIVERY:



- Front line Staff escalates complaint to their Line Manager.
- Social Media platforms capture complaints which are responded to immediately.
- Call Centre addresses the complaint immediately or refers the customer to their respective branch for assistance.



2. WITHIN THE RELEVANT BRANCH:



If service delivery level is dissatisfying, you will be advised by the Customer Service Advisor (at the Branch) to either write a letter, an email, call the Call Centre or visit the Branch Manager. If the resolution is likely to take more than a day, you will be kept informed about the progress and action being taken.



3. BY THE MANAGER, CUSTOMER EXPERIENCE:



If the complaint handling is not satisfactory at the Branch level, you may request the complaint be handled by the Manager, Customer Experience. As our customer you will be informed of the action taken, the Staff responsible and the expected response date.



4. BY THE CHIEF COMMERCIAL OFFICER:



Should the response /conclusion of the complaint by the Manager, Customer Experience not be satisfactory, you may request for the complaint to be forwarded or considered by the Chief Commercial Officer.



5. BY THE CHIEF EXECUTIVE OFFICER:



If the escalated complaint handling is dissatisfactory, you may request for the complaint to be considered by the Chief Executive Officer (CEO). The CEO will review the complaint within 15 working days and a response will be sent in writing to you detailing the outcome of the complaint.



6. OFFICE OF THE OMBUDSMAN:



This is the final level of escalation as per the Bank's processes where the complaint will be handled by the Government Ombudsman for resolution.

www.consolidated-bank.com

Contact us:

Visit us at Consolidated Bank House – 1st Floor, Koinange Street or any of Consolidated Bank branch offices countrywide.

You can locate your nearest branch at www.consolidated-bank.com. Contact our Consolidated Bank Call Centre on 0703016016 or use our Toll Free Lines on 0800 7200 39 or 0729 111 637 (WhatsApp) daily.

Write to the:-

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Find us online:

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