



COMPLAINTS HANDLING PROCEDURE AT GEOTHERMAL DEVELOPMENTCOMPANY

- Complaints shall be received by a designated complaints officer
- Complaints may be received through walk-ins to the reception of all GDC offices, drop-offs in feedback boxes, via designated e-mail addresses, through letters, through the telephone and via social media platforms
- All complaints shall be logged in a complaints/ enquiries log form
- Upon receipt, an acknowledgment shall be sent to the complainant within 48 hours (2days) from the date of receipt
- Complaints shall be shared with relevant departments for feedback or resolution within 21 days from the date of sharing
- The concerned department shall communicate resolution of the complaint with the stakeholder and update the complaints handling officer
- The complaints officer shall on a quarterly basis develop a report on the resolution of public complaints and submit it to the Commission on Administrative J within the agreed timelines