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**Grievance Redress**  
**Mechanism (GRM) for the**  
**Municipality of Lamu**

COUNTY GOVERNMENT OF LAMU  
MUNICIPAL MANAGER  
MUNICIPALITY OF LAMU

## Table of Contents

Foreword.....	3
Introduction.....	3
Objectives.....	3
Grievance Redress Mechanism Charter.....	4
Vision:.....	4
Mission:.....	4
Core Principles: .....	4
Procedure for Lodging Complaints.....	4
Modes of Submission:.....	4
Information Required:.....	5
Stages of Complaint Management Process .....	5
Roles and Responsibilities.....	7

## Foreword

The Municipality of Lamu is committed to fostering transparent, inclusive, and responsive governance. This Grievance Redress Mechanism (GRM) has been developed to ensure stakeholders' voices are heard and grievances are addressed promptly, equitably, and effectively. It reflects our dedication to community trust and accountability.

## Introduction

The GRM establishes a structured process for receiving, documenting, assessing, resolving, and monitoring grievances related to services, projects, and municipal operations. It is guided by principles of fairness, accessibility, responsiveness, and transparency, ensuring all stakeholders have an equal opportunity to have their concerns addressed.

## Objectives

- Establish a systematic process for handling grievances effectively.
- Promote accountability and trust among the Municipality's stakeholders.
- Ensure all grievances are addressed impartially and transparently.
- Enhance service delivery and organizational performance through feedback.
- Comply with regulatory requirements and uphold best practices.

## Grievance Redress Mechanism Charter

### Vision:

To create a trusted and equitable platform for grievance resolution.

### Mission:

To address grievances efficiently, promoting fairness and community satisfaction.

### Core Principles:

Accessibility, confidentiality, equity, efficiency, transparency, and accountability.

### Procedure for Lodging Complaints

#### Who Can Lodge a Complaint:

Residents, businesses, contractors, employees, or any stakeholder impacted by municipal operations.

#### Modes of Submission:

Physical submission at municipal offices.

Digital submission via the official website.

Email, telephone hotline, or suggestion boxes.

An interactive web portal will allow users to:

Submit grievances with supporting documents.

Track complaint progress using a unique reference number.

Access GRM policies and FAQs.

The portal ensures confidentiality and data protection.

## Information Required:

- Name
- Contact Information
- Location
- Type of Grievance
- Description of the grievance
- Whether the grievance has been reported before
- If Yes to Whom it was reported
- Whether you would like to remain anonymous on public records
- Supporting documents, if any.

## Stages of Complaint Management Process

### 1. Receipt and Acknowledgment of Complaint

Complaints received are logged in the GRM database.

An acknowledgment receipt is issued within 24 hours.

### 2. Documentation of the Complaint

Detailed records, including complainant details and grievance specifics, are maintained.

### 3. Assessment of the Complaint

Categorize the complaint by urgency, complexity, and type.

Assign to relevant departments for review.

### 4. Action and Investigation

A thorough investigation is conducted to determine the root cause.

Stakeholder interviews, field visits, and document reviews may be part of the process.

#### 5. Resolution and Feedback

Proposed solutions are communicated to the complainant within 14 working days.

Implementation timelines are agreed upon.

#### 6. Escalation Mechanism

Unresolved grievances can be escalated to the GRM Committee or municipal board.

#### 7. Closure

Upon resolution, complaints are formally closed with documentation and confirmation from the complainant.

## Roles and Responsibilities

### Core Staff

**Grievance Officer:** Receives and processes complaints.

**Department Heads:** Investigate and resolve complaints within their domain.

**Documentation Clerk:** Ensures records are updated and secure.

### Board Members

Provide oversight to ensure accountability.

Review escalated grievances and approve resolutions.

### GRM Committee

Comprised of senior municipal staff and external stakeholders.

Meet quarterly to review unresolved grievances and policy updates.

### Monitoring and Evaluation (M&E)

Regular audits of the GRM system.

Quarterly and annual reports on grievance trends.

Stakeholder satisfaction surveys to assess GRM effectiveness.

Continuous improvement based on feedback and findings.

Submission of Grievances via the Website

**Figure 1 Stages of the Grievances Redress Management Process**

