



# Complaints Lodging Form

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Ref. no \_\_\_\_\_

1. Complainant's Details (all information given is voluntary)

Name (Dr / Mr / Mrs / Ms)

\_\_\_\_\_

ID Number \_\_\_\_\_

Postal address \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

County \_\_\_\_\_

Age \_\_\_\_\_

2. How did you get to know about the institution's complaints mechanism?

Newspaper

TV/Radio  
friend

Referral by

Other (please specify) \_\_\_\_\_

3. Which public institution or public officer are you complaining about?

Ministry/department/agency:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Have you reported this matter to any other public institution/ public official?

Yes

No

5. If yes, which one?

\_\_\_\_\_

\_\_\_\_\_

