



GUSII WATER AND SANITATION COMPANY LIMITED

GWASCO...#ENRICHING LIVES

P.O Box 3880 – 40200; Kisii. Tel: 0798 754 178

E-mail: info@gwasco.co.ke; Main office – Bobaracho, Along Kisii Keroka Rd. Website: www.gwasco.co.ke

PROCEDURE FOR RAISING CUSTOMER COMPLAINTS

1.1 Complaints at the Customer Officer Desk

1. Customer Visit to our Customer Care Desks:
2. Gather the following information:
 - Customer Name
 - Account Number
 - Contact Details
 - Nature of the Complaint
 - Date and Time of Visit
 - ID Number
3. Log the complaint into the CRM system and complaint register.
4. Acknowledgment:

Provide the customer with a ticket number for their complaint registered.
Inform them of the estimated resolution timeline.
5. Routing:

Forward the logged complaint to the relevant department for action.
6. Feedback:

Update the customer on the status of their complaint through SMS or a phone call.

2.2 Complaints via USSD Code (*873*64#)

Step	Description
Step 1: Dial USSD	The customer dials the USSD code (*873*64#) on their mobile phone.
Step 2: Select Option	The customer selects the “ Lodge a Complaint ” option from the menu.
Step 3: Enter Details	The system prompts the customer to enter details, including: <ol style="list-style-type: none">1. Account Number2. Nature of the Complaint (e.g., water leak, billing issue, or service interruption).3. Description of issue and location.
Step 4: Confirmation	The system sends a confirmation message with a ticket number.
Step 5: Routing	The complaint is forwarded to the CRM system, and the customer care picks it up.
Step 6: Feedback	Updates on the complaint (e.g., received, in progress, resolved) are sent to the customer via SMS by the customer care officer.

2.3 Complaints via Phone Calls

1. Receiving the Call:
2. Gather the following information (KYC):
 - Customer Name
 - Account Number
 - Contact Details
 - Nature of the Complaint
 - Date and Time of Visit
 - ID Number

3. Recording the Complaint in the CRM system and complaint register:

4. Acknowledgment:

Provide the customer with a ticket number during the call.

Inform them of the estimated resolution timeline.

5. Routing and Escalation:

Forward the complaint to the relevant department for action.

Escalate urgent issues immediately to supervisors if needed.

6. Feedback:

Update the customer on the progress of their complaint by SMS or phone call.

Timelines for Resolution:

- **General Issues:** Resolution within **1 day**.
- **Issues such as Adjustments or New Connections:** Resolution within **7-14 days**.