

How to make a Consumer Complaints

Consumers have the right to make a complaint on the inability to access and use communication services. The Authority is mandated to handle all complaints that are made against licensed communication service providers. As a consumer, you are required to first report the complaint to your service provider. In the event that your complaint is not resolved satisfactorily, report the complaint the Authority.

Steps to Lodge a Complaint:

1. **Report to the Service Provider First:**
 - a. Before escalating a complaint to the Authority, consumers must first report the issue to their service provider.
 - b. Keep a record of all communication, including emails, call logs, and reference numbers provided by the service provider.
2. **Escalate to the Authority if Unresolved:**
 - a. If the service provider fails to resolve the issue satisfactorily, consumers can escalate the complaint to the Authority.
 - b. The complaint must be submitted in writing within six (6) months from the date of the incident.
 - c. Provide evidence of the initial complaint made to the service provider.
3. **Expectations from Service Providers:**
 - a. Upon receiving a complaint, the service provider must inform the consumer of the expected resolution timeframe.
 - b. If a complaint is deemed frivolous the consumer should be informed accordingly.
 - c. Consumers should receive a formal outcome of the investigation.
4. **Escalation Process:**
 - a. If dissatisfied with the service provider's resolution, the consumer can pursue an escalation process within the organization, where a higher authority reviews the complaint.
 - b. If the issue remains unresolved after escalation, the consumer may refer the matter to the Authority.
5. **Authority's Response Time:**
 - a. The Authority acknowledges complaints within three (3) days of receipt.
 - b. A substantive response is provided within ten (10) days.
 - c. Complaint forms can be accessed on the Authority's official website

The Complaints Handling Process

1. Acknowledge the Complaint

As soon as the complaint is received, the Authority will acknowledge it. Thank the customer for bringing the issue to our attention.

2. Record the Complaint

The Authority shall gather all the relevant information about the complaint, such as the customer's details, nature of the complaint, and any supporting documentation.

3. Assess and Investigate

The Authority shall review the complaint to fully understand the problem. If necessary, ask for more details or clarification from the complainant. Look into the facts and causes of the issue. Thereafter the complaint will be forwarded to their service provider for resolution.

4. Respond to the Customer

Once the complaint is analyzed the complaints team communicates with the complainant on the response gathered from their service provider. The complaints team shall be clear, transparent, and offer alternatives if possible.

5. Resolve the Complaint

The Authority will take the necessary actions to address the issue.

6. Follow-Up

After the resolution, the Authority shall follow up with the customer to ensure they are satisfied with the solution.

7. Close the Complaint

The Authority shall document the resolution and close the complaint in the system and send a final confirmation to the customer, ensuring they are aware that the matter has been resolved and closed.

Additional Consumer Rights and Responsibilities

- Consumers should actively monitor their services and report issues promptly.
- Maintain proper documentation of all interactions with service providers.
- Understand service agreements and dispute resolution mechanisms.
- Exercise patience as investigations take time but remain persistent in following up.