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**CA/F/CPA/004**

**Communications Authority of Kenya (CA) Date** .............................................

P. O. Box 14448 – 00800, Westlands,

Waiyaki Way, Opp. Kianda School, **Time** ............................................

Nairobi, Kenya.

Tel: 254-0703042000, 254-20-4242000 **Mode of Reporting**……………..

Fax: 254-20-4242394

Email: [complaints@ca.go.ke](mailto:complaints@ca.go.ke)

Website: [www.ca.go,ke](http://www.ca.go,ke)

**PUBLIC COMPLAINTS FORM**

Any person who wishes to present a complaint to the Authority regarding its services or staff is strongly advised to fill in this form in addition to forwarding any complaint letter/document (s).

Complete this form in full and send its original copy to the Director-General on the above address.

Information provided on this form is confidential and will only be used by the Authority in an authorized manner. The Communications Authority of Kenya may pass on the details of your complaints to other government agencies who investigate/deal with public complaints.

1. **Complainant(s) Details**

Full Names

Address P.O. Box Postcode

City/Town:

Telephone Mobile

Fax Email

Nature of Business or if Personal/Individual

1. **Type of complaint** (Please tick the box that best describes your complaint)

* corruption
* lack of services
* unethical conduct
* mal-administration
* inefficiency or ineptitude
* unfair decision
* misuse of office/abuse of power
* breach of integrity
* delay
* misbehaviour
* misconduct
* inattention
* incompetence
* injustice
* discourtesy
* Other (Specify)……………………………………………………….

1. **Nature/Facts of the Complaint** (Briefly narrate the complaint)

1. Have you reported this complaint to any other Government Department/Agency?

* Yes
* No

If yes, what is the name of the Agency?

**Note:** Please attach all relevant document(s) to support your complaint(s).