



COMMUNICATIONS AUTHORITY OF KENYA

CA/F/CPA/002

Communications Authority of Kenya (CCK)

P. O. Box 14448 – 00800, Westlands,
Waiyaki Way, Opp. Kianda School,
Nairobi, Kenya.
Tel: 254-20-4242000
Fax: 254-20-4348135
Email: info@ca.go.ke
Website: www.ca.go.ke

Date

Time

Mode of Reporting.....

COMPLAINTS FORM

Any person who wishes to present a complaint to the Authority regarding any practice by a service provider 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 Commission in an authorized manner. The Communications Authority of Kenya may pass on the details of your complaints to other government agencies who investigate customer complaints.

1. (i) Complainant's details

Full Names

Address P.O. Box Postcode.....

City/Town:

Telephone Mobile

Fax Email

Nature of Business or if Personal/Individual

(ii) Service provider details (Please indicate details of the service provider you are complaining about)

Full Name of organisation

Address: P.O. Box Postcode.....

City/Town

Telephone Mobile

Fax Email

Nature of Business.....

2. Type of complaint (Please tick the category that best describes your complaint)

- High tariffs
- Poor Quality of Service
- Faulty Telephone lines
- Billing inaccuracy
- False and misleading advertisements
- Intrusion of privacy
- Health and safety
- Poor Customer service

3. Nature/Facts of the Complaint (Briefly narrate the complaint or alleged practice by the Accused service provider)

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4. Have you exhausted the complaints mechanism provided by the Accused person?

- Yes
- No

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