

EBRU COMPLAINTS HANDLING PROCEDURE

Introduction

As Ebru Television, a subsidiary of Everest Production Corporation Kenya, We greatly value this feedback about our work and use it to help make our services better.

We aim to resolve complaints about the EBRU TV, fairly, quickly and satisfactorily.

We are required by the CAK to have a complaints framework that provides “transparent, accessible, effective, timely and proportionate methods” of making sure that the EBRU TV is meeting its obligations and fixing problems. We take this requirement very seriously. This document sets out our approach and the procedures for different types of complaints so that everyone who wants to make a complaint (whether as an individual or on behalf of an organization) knows exactly what to expect.

General Complaints Procedure

What is a General Complaint?

We would normally consider a General Complaint to be a criticism which has been made in the expectation of a reply and which looks for an acknowledgement of fault or a change in the way the EBRU TV does things, but which is not about a particular item broadcast or published by the EBRU TV. This can cover many types of complaint. We would expect any such complaint to be made to the EBRU TV in the first instance. Most general complaints will fall outside CAK’s remit, but in some circumstances, you may be able to take your complaint to CAK if you are unhappy with the EBRU TV’s response.

General Complaints Process

A general complaint may proceed through two stages within the EBRU TV, and certain types of general complaint may be eligible for appeal to CAK. We will do everything we reasonably can to resolve general complaints within the EBRU TV and expect the large majority of them to be addressed satisfactorily at the first stage. However, if you have gone through both stages and are not satisfied, you may contact The Communication Authority of Kenya.

How to complain

EBRU TV wants its complaints process to be accessible and will do whatever is reasonably possible to make it open to all. Complaints can be made:

- via the EBRU TV email - complaints@ebruafrica.tv
- by telephoning EBRU TV on **0739 634 364**
- by WHATSAPP phone on **0774 672 230**
- by social media pages.

If you require assistance with any of these methods of contact, the EBRU TV will be happy to help where possible.

What your complaint should include

Your complaint should contain sufficient information to enable it to be investigated, including details of the incident or issue which you are complaining about, the reasons why you are dissatisfied, and any supporting documentation. For complaints about the EBRU TV's overall obligations, you should specify which obligation you believe has been breached. The inclusion of these details (or as many of them as possible) is very important. A failure to provide them may mean that the EBRU TV is not able to look into your complaint.

Your complaint should be made within 30 working days of the date on which the matter you are complaining about arose, and should not exceed 1,000 words. In exceptional circumstances, longer complaints may be entertained. In that case, however, you should also identify the reasons why your complaint exceeds 1,000 words and provide a one page summary of your complaint.

The EBRU TV's Response

The EBRU TV aims to reply within 10 working days of receipt of your complaint though some complaints may take longer than others to investigate.

If the EBRU TV receives a number of complaints about the same issue, it may:

- Compile a summary of the range of issues raised;
- Consider them together across the full range of issues identified;
- Send the same response to everyone and/or publish it on the EBRU TV's complaints website.

The EBRU TV will tell you how to contact the CAK if you are dissatisfied with the response.

If the EBRU TV accepts your complaint, it may require remedial action to be taken.



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Where the EBRU TV may not investigate

Your complaint may not be investigated if it is deemed to be trivial, misconceived, hypothetical, repetitious or otherwise vexatious.

We expect everyone involved in making or handling a complaint to treat each other with respect and not use gratuitously abusive or offensive language. If a complaint contains such language, the EBRU TV may invite you to reword your complaint before investigating it. If you do not reword your complaint, the EBRU TV may not investigate it. If the EBRU TV decides not to investigate your complaint for one or more of the reasons set out above, it will explain to you why.

If not satisfied with the handling of your complaint. Please contact CAK

All complaints shall be addressed to: **The Director General Communications Authority of Kenya Waiyaki Way P.O. Box 14448-00800, Nairobi. Email: broadcast.complaint@ca.go.ke Fax: +254-20-4451866 Tel: +254-20-4242000**