



ZICTA

Customer Complaints Procedures

The Customer Complaints Procedures are meant to show staff and customers in general the steps that must be taken when dealing with complaints.

Our Customer Complaints Procedures have the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To enhance integrity, honesty and professionalism among all staff;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from the Authority;
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need;
- Directly or indirectly interested in the subject matter of the complaint

How to complain

The Authority is committed to ensuring that it resolves any complaint as soon as possible.

All complaints received shall be entered in the Complaints Register.

The following steps shall be taken depending on whether the complaint is general or serious;

1. GENERAL COMPLAINTS

These are complaints that are straightforward and easily resolved, requiring little or no investigation. Examples of issues suitable for this include:

- ✓ A service that should have been provided has not been provided
- ✓ A service has not been provided to an appropriate standard
- ✓ A request for a service has not been answered/actioned
- ✓ A complaint that a staff member was rude or unhelpful
- ✓ A staff member or contractor failed to attend a scheduled appointment

A complaint of this nature can be resolved informally. In the first instance contact the Authority and, if possible, speak to the member of staff who is working with you or ask to speak to their immediate supervisor, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. Because of their very nature, anonymous general complaints will not be entertained.

Write down your complaint and send it to:

*The Chairman
Integrity Committee
Zambia Information & Communications Technology Authority
P.O Box 36871
Lusaka*

Email: integritycommittee@zicta.zm

Phone Number: 260 211 378200 / 7070

What Happens Next?

You will receive acknowledgement of your complaint within 7 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person(s) investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Can you take your complaint elsewhere?

Yes. You can contact the Offices of the Investigator General, Human Rights Commission, Anti-Corruption Commission or other agency of government having jurisdiction

2. SERIOUS COMPLAINTS

These are complaints that are of serious nature and inevitably require further investigation.

Examples of such complaints include allegations relating to:

- ✓ Corruption, fraud or theft;
- ✓ Breach of the Authority Code of Conduct/ and or Public Service Code of Conduct
- ✓ Failure to observe the Authority Service Charter

How to Complain

Any complaint of a serious nature can be submitted to the Integrity Committee (IC) in person or by phone. It can also be lodged by way of letter, email or fax. Alternatively, written complaints can be deposited in the Suggestion Box located in the Authority's Conference Room.

Every complaint must disclose material facts relating to the allegations made. Mere allegations lacking substance will be inadmissible. To lessen the likelihood of frivolous complaints filed with ill-will or malice, anonymous complaints under this section shall only be entertained on the face of the veracity of the complaint itself and the credibility of the facts and evidence on which the complaint is based.

What Happens Next?

On receipt of the complaint, the IC will carry out preliminary investigations to assess whether the complaint falls within its jurisdiction.

Within 7 days of receipt, the complainant will be advised as to whether the complaint is admissible.

Where the IC decides that it has no jurisdiction, it will refer the complaint to the appropriate authority or agency.

Where the IC decides that it has jurisdiction, it shall proceed to determine the complaint, and the rest of the procedures, as above, will apply.