**05/01/2023**

**GRIEVENCES REFERRAL PATH FOR KAYUNGA DISTRICT**

Chief Administrative Officer

Complaints Desk Committee

Heads of Department

**DHO DEO DCDO DWO DE DCDO DPO DNRO**

Complaints Desk Officer

Complaints Grievances

**NB**: The Complaints Desk Officer recieves the complaints from the complainantsts, records them on the complaint book. She reports them to different Heads of Department who later on address the matters to the Complaints Desk Committee (CDC). the committee addresses those challenges that are within their mandate and others forwarded to to the Chief Administrative Officer (CAO) for action and feed back to the complainants. The feedback usually takes a period of a week to a month respectively

Management