



Kenya Marine Fisheries and Research Institute

Complaint Handling Framework

KMFRI is committed to providing quality products and services to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. For complaints on services or products offered by KMFRI please register your concerns at our Complaints Desk in the reception area during office hours between 8 am and 5 pm from Monday to Friday (except on public holidays and weekends). You may also record your complaints on our digital platforms and easy-to-fill customer service feedback forms. Feel free also to drop your complaint in the designated complaints boxes within the institute or contact:

Director-General,
Kenya Marine and Fisheries Research Institute, Ludwig Von Krapf Road, English Point, Mkomani, Mombasa, KENYA
020 8021560/1 (for general inquiries) or 020 2178357: (customer service)
pcc@kmfri.go.ke or public_complaints@kmfri.go.ke
Corruption Prevention email: anticorruption@kmfri.go.ke
Facebook: Kenya Marine and Fisheries Research Institute
Twitter: @KmfriResearch
Website: www.kmfri.go.ke

The Commission on Administrative Justice, "Office of the Ombudsman"
2nd Floor, West End Towers Opposite Aga Khan High School off, Waiyaki Way, Westlands
P.O. Box 20414-00200
Nairobi, KENYA
Tel: +254-20-2270000/2303000/2603765/2441211/8030666
Email: info@ombudsman.go.ke (for general inquiries) complaints@ombudsman.go.ke (for complaints)
Toll Free Number: 0800 221 349

If you are still not satisfied, get in touch with:



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QUICK GUIDE TO KMFRI'S COMPLAINTS PROCEDURE

