

## TO ALL OUR ESTEEMED CUSTOMERS:

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knls recognizes the important role of feedback from the library clients and members of the public to improve the quality of the services we provide. Complaints are an important part of that feedback, and they help knls to identify and implement preventative strategies to minimize recurrent or systemic problems.

Hence, in case you have any complaint related to our services or service delivery, kindly note that you can raise it through either of the following channels.

- Report to our customer care personnel in our branches
- Talk to any of our staff either in person or by telephone using the branch telephone line available
- Talk to the head of branch or head of department
- Drop your comments in the suggestion boxes available at the branches/departments
- Enter your complaint in the complaint register available in all our branches/departments
- Email to [complaints@knls.ac.ke](mailto:complaints@knls.ac.ke)
- Talk to the Director knls on 0728607628

*Or*

Report to:

Commission on Administrative Justice/ Ombudsman

Tel: +254-20-2270000, 2303000

Toll Free Line: 0800 221 349

Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) (for complaints)

