



**TURKANA COUNTY GOVERNMENT
MINISTRY OF TOURISM, CULTURE, NATURAL RESOURCES & CLIMATE CHANGE
DIRECTORATE OF CLIMATE CHANGE**

FINANCING LOCALLY-LED CLIMATE ACTIONS (FLLoCA)

CHANNELS FOR COMPLAINT SUBMISSION

Email Address: ojjemkevin1994@gmail.com; kevinojiem@yahoo.com

Phone Call/WhatsApp & Text Messages: **+254702224066**

Physical Address:

1. Headquarters

Ministry of Tourism, Culture, Natural Resources and Climate Change
Former Oxfam Gb Compound,
Along Robert Junction - Nabulon Road,
Opposite Fenamo Restaurant.
P.O. Box 11 - 30500,
Lodwar

2. Ward Administrator's Office

All 30 wards in Turkana County

GRIEVANCE MECHANISM PROCEDURE

It entails the following steps;

- 1. RECEIPT OF GRIEVANCE**
- 2. ACKNOWLEDGMENT & REGISTRATION**
- 3. VERIFICATION OF GRIEVANCE, CATEGORIZATION & ASSESSMENT**
- 4. RESPONSE & FEEDBACK**
- 5. AGREEMENT & IMPLEMENTATION OF THE RESPONSE**
- 6. CLOSURE**