

MUNICIPALITY OF NYERI COMPLAINT FORM

Personal Information of Complainant

1. Full Name:

2. Contact Information:
 - Phone Number:
 - Email Address:

3. Residential Address:

4. Preferred Contact Method:
 - Phone
 - Email
 - Mail

Complaint Details

1. Date of Incident/Complaint:

2. Type of Complaint (please select one or more):
 - Sanitation/Waste Management
 - Water Supply
 - Sewerage Issues
 - Street Maintenance (potholes, streetlights, etc.)
 - Traffic or Parking Problems
 - Noise Pollution
 - Public Health/Safety Issues
 - Parks or Public Facility Issues
 - Illegal Dumping
 - Other (please specify): _____

3. Specific Location of the Issue:

4. Description of the Complaint:

[Provide a detailed description of the issue. Be clear and include information such as what occurred, when it occurred, and any relevant circumstances. If possible, include how it is affecting you or others.]

5. Photographs or Evidence (if applicable):

[Please attach any photos, videos, or documents that help illustrate the issue. This could include images of damaged infrastructure, pollution, or other relevant evidence.]

Previous Actions Taken (if any)

1. Have you reported this issue before?

- Yes
- No

2. If Yes, please provide details:

[Describe any actions you've already taken, such as whom you contacted, when, and the response you received, if applicable.]

Desired Resolution or Action

1. How would you like this issue to be resolved?

2. Additional Comments or Suggestions:

Declaration

I, the undersigned, confirm that the information provided in this complaint is accurate to the best of my knowledge and understand that it will be used to help address the issue reported.

- Signature of Complainant:
[Insert signature or full name]
- Date:
[Insert date of submission]

For Official Use Only

- Received By:
- Date of Receipt:
- Complaint Reference Number:
- Action Taken:

Instructions for Submission:

- Please submit the completed form to the municipal office in person, by email (municipality@nyeri.go.ke) , or through the online portal
- If you need assistance or have questions about the complaint process, contact the municipal helpline at or visit the municipal website at <https://www.nyeri.go.ke/nyerimunicipality/>