

Service Charter

OUR VISION

A transformative civilian oversight Authority that promotes public trust and confidence in the National Police Service.

OUR MISSION

To conduct independent and impartial investigations, inspections, audits and monitoring of the National Police Service to enhance professionalism and discipline of the Service.

OUR CORE VALUES

Independence, Integrity and Accountability, Impartiality, Professionalism, and Accessibility.

All staff shall adhere to the National Values (Article 10) and integrity as per Chapter six of the Constitution of Kenya.

OUR SERVICE COMMITMENT

SERVICE	ACTIVITY AND MEASURES OF EFFECTIVENESS	TIME FRAME
1. Institutional integrity	a) The Authority shall treat clients with courtesy, dignity, understanding, honesty, respect, fairness, commitment, highest consideration and equal treatment	Answer phone within three (3) rings, receive and handle guests within 5 minutes upon entering the premises and within 15 minutes of referral.
	b) Promptly respond to clients and other stakeholders feedback, and resolve complaints and concerns	Within 2 working days for media enquiries, 14 working days for lodged complaints and investigation updates.
	c) All services offered by IPOA are free of any charges except for issuance of advertised tender documents as may be announced by the Authority from time to time.	Continuous.
2. Client Services	a) The Authority shall receive, acknowledge and process all complaints and own motion complaints from the public and the police effectively	Phone call: Within the first three rings Email: 1 working day Physical visit: Within 15 minutes Letters: 14 working days or such other timeline stipulated in the communication.
	b) The Authority shall investigate complaints committed by Police Officers and make suitable recommendations for appropriate action	On receipt of complaints, the Authority will immediately issue a complaints number and endeavour to update complainants within 7 days.
	c) The Authority shall routinely conduct inspections of detention facilities and in respect of received complaints; and monitor policing operations and make suitable recommendations for appropriate action.	Within 7 days of complaints receipt and immediately on notification of police operations for monitoring.
3. Business Services	a) The Authority shall deliver services in a professional, transparent, timely and consistent manner, and to the highest standards	Continuous.
	b) The Authority shall embrace accountability, responsible financial management, and provide accurate, reliable financial reporting as articulated in the Public Finance Management Act, 2012 and any other relevant Act	As provided by the law.
	c) The Authority shall meet all deadlines set in the Public Procurement and Disposal Act, 2015 and any other relevant laws governing procurement.	As provided by the law.

REDRESS MECHANISM

Clients and stakeholders who have a complaint, remark or suggestion to make can seek redress by; a) Making a formal complaint to the Director or Head of the relevant Department where the service was rendered. If not satisfied, make a written complaint to the Chief Executive Officer. b) After exhausting part a) above, a client may make complaints or suggestions to the Board Chairperson through the physical address, post, telephone or e-mail provided. Or, c) Use the suggestion boxes situated within the Authority's offices.

Feedback IPOA encourages open and constructive feedback from all our staff and clients. Your comments on our Client Service Charter and service in general are encouraged. Client Service feedback forms will be provided at the reception area. Please give your compliments and suggestions on how to improve our services.

IPOA OFFICES

NAIROBI: 1st Ngong Avenue, ACK Garden Annex | P.O. Box 23035 – 00100 Nairobi | T: 020 490 6000, 792 532 626 / 773 999 000 / 772 333 000 | E: info@ipoa.go.ke | **GARISSA:** IPOA House, Off Kismayu Road, Behind Texas Petrol Station | P.O. Box 1261-70100 Garissa | T: 0777 040 400 | E: garissa@ipoa.go.ke | **MOMBASA:** Jubilee Insurance Building (Arcade), Moi Avenue | P.O. Box 99758-80107 Kilindini | T: 0799 019 998 | E: mombasa@ipoa.go.ke | **KISUMU:** Central Square Building, Opposite Barclays Bank | P.O. Box 3560-40100, Kisumu | T: 0799 862 244 | E: kisumu@ipoa.go.ke | **KAKAMEGA:** Daaron Foundation Trust Building, Opposite Nala Community Hospital | P.O. Box 1642-50100, Kakamega | T: 020 440 3549 | E: kakamega@ipoa.go.ke | **NAKURU:** Assumption Centre, Opposite St. Paul University | P.O. Box 2400-20100, Nakuru | T: 020 440 1076 | E: nakuru@ipoa.go.ke | **MERU:** Ntara Place Building, Meru | P.O. Box 203-60200, Meru | T: 020 201 7237 | E: meru@ipoa.go.ke | **NYERI:** County Mall, Next to Veterinary Department | P.O. Box 30-10100, Nyeri | T: 020 200 4664 | E: nyeri@ipoa.go.ke | **ELDORET:** Kerio Valley Development Authority (KVDA) Annex Plaza, | P.O. Box 109-30100, Eldoret | T: 020 440 3548 | E: eldoret@ipoa.go.ke