



KANISA REGULATED NON-WDT SAVINGS AND CREDIT CO-OPERATIVE SOCIETY LTD.

All Africa Conference Churches compound, Opp. Safaricom House, Waiyaki Way.
P.O. Box 1225, 00606, Westlands, Nairobi, Kenya Tel: 4450135 / 0714-612049/0774606056/0780612049

Email: kanisa@aacc-ceta.org or info@kanisa-sacco.org Website: www.kanisa-sacco.org

KANISA REGULATED NWDT SACCO COMPLAIN FORM

Member Information:

- Name.....
- Membership Number.....
- Contact Number.....
- Email Address.....
- Address.....

Complaint Details:

Complaint Date:

Nature of Complaint

- Financial Transaction
- Customer Service
- Account Management
- Loan Application
- Other Specify).....

Description of Complaint:

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Resolution Requested:

- Refund
- Account Adjustment
- Clarification

- Other
(Specify):

Copies of supporting documents (if any)- Attach:

- 1.
- 2.

Member Acknowledgement:

I, the undersigned, acknowledge that the information provided in this complaint form is accurate to the best of my knowledge. I understand that the SACCO will investigate the matter and provide a resolution in due course.

Member's Signature: _____ **Date:** _____

FOR OFFICIAL USE ONLY

Date Received.....

Staff Handling Complaint.....

Corrective action taken.....
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Resolution Details:

- **Date Received by SACCO:**
- **Assigned Investigator:**
- **Investigation Report Date:**
- **Resolution Date:**

Instructions:

1. Please complete all sections of this form.
2. Attach any relevant supporting documentation.
3. Submit the form to the SACCO office or scan and send to feedback@kanisa-sacco.org