

# CUSTOMER CHARTER

## our promise to you

**safety first** we never compromise

Your safety and security is our number one priority

**on your side** we see it from your point of view

We don't assume that we know best and we make decisions with you in mind

**a big smile** friendly service is our passion

You can expect a friendly, helpful and knowledgeable service from all our staff

**make it easy** at every step

We'll make sure you know what to expect at every step of your journey

**open & upfront** we will always be straight with you

We'll always be truthful and will keep you informed at all times





# PROGRAMME SERVICE CHARTER



1



The hunger safety net programme (HSNP) is a joint government of Kenya and dfid programme that seeks to reduce extreme poverty in northern Kenya. This service charter is to let you know what you can expect from the organisations managing the programme and sets out how they plan to ensure that the program charter of rights and responsibilities is respected.

2



We promise to help you understand the targeting, payments and complaints procedures as well as the rights and responsibilities associated with participation.

3



We promise to provide opportunities for you to comment on the programme to be part of the learning process and to share with you what we have learnt so far.

4



We promise that HSNP staff will treat you with respect at all times and will refrain from discrimination based on sex, ethnicity, language or ability.

5



If you believe you have been unfairly excluded during targeting, we promise to provide access to an appeals process managed by a fully independent organisation.

6



We promise to ensure that the programme is managed in a transparent and fair manner to avoid discrimination and to abide by strict targeting and registration procedures based on eligibility.

7



We promise to ensure that the programme is accountable to all irrespective of sex, age, educational attainment or disability. We also promise that registration points will be within easy reach of your home and that payments are made on time and is a reasonably accessible, secure and safe place.

8



If you feel that we have not kept any of the promises made in the charter, we promise to provide you with an independent complaints process. You can submit your complaint to any organisation involved in the HSNP or to the Rights Committee who will pass on the complaint for you. We promise to investigate the complaints for you sensitively and to provide you with a response as soon as possible. If necessary, your complaint will be referred to the HSNP National Coordinator for adjudication.

