

Kenya Association of Tour Operators



The Driving Force Behind Kenya's Tourism

Format for Lodging a Complaint

NO.	ITEM	WHAT IS REQUIRED	Attachments Required
1	Type of Complaint	State the nature of the complaint e.g. claim for refund for services not rendered, or claim for compensation etc	None
2.	Details of the Complaint	In numbered <u>point form</u> , enumerate the precise details of the complaint and any documents that you will rely on to establish the facts of your case. As far as possible, raise each different issue complained about in a separate numbered paragraph. This is your "Statement of Case". Please make it precise and sequential by numbering the documents. Judgment or decisions will be based on these facts.	<ul style="list-style-type: none"> - Details of the contract - Itinerary - Payments details (receipts) - Relevant email correspondence - Any relevant supporting material. This will be commonly referred to as the "Agreed Bundle of Documents".
3	Relief being sought	State the exact nature of the relief being sought from the member complained about. If this is monetary, state how the amount was arrived at and the currency. If it is a percentage of the package cost, state the percentage requested for. If no specific amount or percentage has been identified, you may ask the Committee to award what it sees fit.	- Workings of how the amount sought was arrived at.
4.	Additional Information	Any other information that may help the Committee to arrive at an informed decision. Evidence is usually confined to written documents, which may include emails. Your Statement of Case and Agreed Bundle of documents will be forwarded to the Respondent for them to enter a defense and possibly make their counter claim.	

All correspondence should be addressed to: -
 The Chief Executive
 Kenya Association of Tour Operators
info@katokenya.org