



Our Core Values
KEBS corporate culture is based on core values. **Professionalism, Sustainability, Customer Focus, Patriotism, Integrity, and Team Spirit**

MARKET SURVEILLANCE	Acknowledge consumer complaints.	Report/submit the complaint to KEBS primarily through the KEBS Integrated Information Management System (KIMS) (https://kims.kebs.org) or in the alternative through letter, telephone, twitter, email or physically.	2 days	Nil
	Address consumer complaints by carrying out investigations.	- Report/submit the complaint to KEBS primarily through the KEBS Integrated Information Management System (KIMS) (https://kims.kebs.org) or in the alternative through letter, telephone, twitter, email or physically. - Provide accurate and relevant information - Provide relevant documents relating to the product complained about e.g. purchase receipts, etc.	28 days	Nil
	Give feedback to complainant upon completion of the investigations.	Provide reliable contacts through which feedback can be given, preferably email address, postal address, telephone number, etc if complaint is not of the type where complainant opts to remain anonymous.	5 days	Nil

