



Uganda National Bureau Of Standards

UNBS /PR/002

Procedure for complaint handling;

You can make a complaint about:

- The **service delivery** of Uganda National Bureau Of Standards- for example, you are dissatisfied with the level of service you have received from an officer or member of staff in the fields of Testing, Metrology, Quality Assurance or Certification.
- The **inappropriate conduct** of an officer or member of UNBS staff - for example, you believe that an officer has behaved incorrectly or unfairly to you.
- The products sold on the market i.e suspected substandard products

Procedure

1. Visit any of the UNBS offices in Kampala, Jinja, Mbarara, Lira And Mbale
2. Inform any of member of staff in those offices
3. Fill in a feed back or complaint form available at the UNBS receptions and on UNBS website; www.unbs.go.ug
4. Email;
 - info@unbs.go.ug
 - ed@unbs.go.ug
5. Call any of the numbers
 - Toll free; 0800133133
 - Head office; +256417-333250/1/2
 - Katwe office; +256312-279484
 - Jinja office:+256434-131127
 - Mbale office; +256454-431053
 - Lira office; +256372-271192
 - By fax on:+256414-286123
6. You can also make a complaint In writing to;
Executive Director
Uganda National Bureau of Standards
Plot 2-12, Bypass Link, Bweyogerere Industrial and Business Park,
P.O.Box; 6329
Kampala, Uganda
7. If feedback is not given within two days please UNBS on toll free; 0800133133