



## **KIBABII UNIVERSITY**

### **COMPLAINTS HANDLING PROCEDURE AT KIBABII UNIVERSITY**

The complaints handling procedure at Kibabii university shall be:

1. The complainant shall record their complaint(s) in the complaint register at the point where the service is delivered and where they could be having a complaint issue. The service provider shall deal with the concern on the spot. This could include apologizing or reassurance that the complaint is receiving attention.
  - (a) If the complainant cannot read or write, they shall be assisted by the secretariat to frame and record their complaint.
  - (b) For complaints against the university management, the complainant shall be advised to lodge it at the Public Complaints and Compliments Handling (PCCH) office, located at the Academia Building, ABB 117 or through the Complaint desk-[complaints@kibu.ac.ke](mailto:complaints@kibu.ac.ke)
  - (c) For complaints against a member of the PCCH committee, the complainant shall lodge it at the PCCH office or directly with the Vice-Chancellor's office and the affected member shall not participate in handling the complaint for fair mediation and resolution.
2. Acknowledgement of receipt of the complaints shall be made to the complainant once the complaint is received.
3. The complaint shall be assessed for compliance with the mandate of the PCCH committee within 5(five) calendar days from the day of reception.
4. If the complaint is within the mandate of the PCCH committee, the committee shall commence investigation and advice on the findings as follows:
  - (i) Within ten (10) calendar days from the date of reception, the committee shall engage in investigating the complaint issue.
  - (ii) The respondent shall be notified about the complaint and requested to respond within 14 (fourteen) calendar days from the day the complaint is received.
  - (iii) If a response is not received from the respondent after fourteen (14) days, the PCCH committee shall proceed to determine the complaint in the absence of the comments from the respondent.
  - (iv) If the complaint is not within the mandate of the PCCH committee, the complainant shall be advised to seek redress from the Commission of Administrative Justice (CAJ).
  - (v) If the complainant is dissatisfied with the resolution given by PCCH committee, then he/she/it shall be advised to lodge their complaint with the CAJ

- (vi) If the complainant is satisfied, the case shall be closed and the outcome recorded. The complainant shall be advised to fill a Customer Satisfaction Feedback form at the PCCH office, on how the issue was handled.
  - (vii) The PCCH shall compile the complaints received and action taken for each quarter and submit to the Directorate of Performance Contracting and Quality Assurance, Kibabii University, for onward transmission to CAJ.
  - (viii) At the end of the financial year, the PCCH committee shall apply for a Compliance Certificate from the CAJ.
5. Confidentiality and privacy shall be ensured at all times.