



KIBABII UNIVERSITY

PUBLIC COMPLAINTS AND COMPLIMENTS HANDLING

Hata Mnyonge ana Haki

CITIZENS' SERVICE DELIVERY CHARTER

SERVICE	OFFICE	OFFICER	REQUIREMENT	FEE	TIME
Receive Complains	Complaints committee	Chairperson	Complaints Register	00	00
Capacity Building	Complaints Committee/CAJ	Chairperson	Space Meals Facilitation	00	00
Resolve Complaints	Complaints committee	Chairperson	Complaints Register	00	1 week
Mediation of Conflicts	Complaints committee	Chairperson	Complaints register	00	2 weeks



Kibabii University ISO 9001:2015 Certified

Knowledge for Development