



UNIVERSITY OF EMBU

SENSITIZATION ON COMPLAINTS HANDLING MECHANISMS, CITIZEN SERVICE DELIVERY AND ACCESS TO INFORMATION

**By: Customer Relations & Complaints Resolution
Committee**



INTRODUCTION

- **What is a Complaint** – expression of dissatisfaction by one or more **members of the public** about action or inaction
- **Who can complain** – anyone receiving or seeking service
- **What is Maladministration:** service failure, delay, inaction, inefficiency, ineptitude, discourtesy, incompetence and unresponsiveness



INTRODUCTION

- Ombudsman – one appointed to resolve public complaints
- Office of Ombudsman in Kenya is housed the Commission of Administrative Justice (**CAJ**)
- CAJ accountable to:
 - ✓ **Public** – appointment process and engagement
 - ✓ **Parliament** – periodic & special reports
 - ✓ **President** – status and appoint



CATEGORIES OF COMPLAINTS

- i. Complaints against public officers & institutions
- ii. Complaints by public officers against fellow public officers
- iii. Complaints by public institutions against other public institutions



WAYS OF LODGING COMPLAINTS FOR CAJ

Customers can complain directly to **Commission on Administration Justice (CAJ)** using any of the following avenue:

- Visiting CAJ offices at West End Towers, Waiyaki Way, Westlands, Nairobi to deliver a verbal complaint.
- Sending an email addressed to CAJ through Email: complain@ombudsman.go.ke
- Calling telephone: 0202270000
- Writing to P.O. Box 20414 – 00200, Nairobi



OTHER COMMISSIONS

- Complaints and compliments can also be addressed to other Commissions such as:
- Kenya Human Rights Commission (KHRC)
- Ethics and Anti-Corruption Commission (EACC)
- Transparency International (TI) and
- National commission on cohesion (NCC)



WAYS OF LODGING COMPLAINTS AT UNIVERSITY OF EMBU

- **Suggestion Boxes.** Complaints/compliments can be deposited in suggestion boxes placed in various strategic positions within the University compound.
- **Office of the Vice- Chancellor, Deputy Vice-Chancellor (Academics, Research and Extension), Deputy Vice-Chancellor (Planning, Administration and Finance) or the Customer Relations Officer (CRCO).** Complaints/compliments (written or verbal) can be submitted directly to the office of the Vice-Chancellor, Deputy Vice-Chancellor (Academics, Research & Extension), Deputy Vice-Chancellor (Planning, Administration and Finance) or the Customer Relations & Complaints Officer (CRCO).



WAYS OF LODGING COMPLAINTS AT UNIVERSITY OF EMBU

- **Email.** Complaints/compliments can be submitted electronically through the Complaints email address: complaints@embuni.ac.ke
- **Complaints mobile number.** Verbal complaints/compliments can be made directly through the Complaints mobile number: 0705945412 (CRCRO)
- **Complaints/Compliments Registers.** Complaints and compliments can be filled directly in complaints and compliments registers that are available in all the offices within the University



WAYS OF LODGING COMPLAINTS AT UNIVERSITY OF EMBU

- **Online forms.** Complaints/compliments can be submitted electronically via the University Website (www.embuni.ac.ke) by logging in to the complaints/compliments portal and filling in the online forms.
- **Post Office.** Complaints and compliments can be sent by post address to the Vice-Chancellor or Customer Relations and Complaints Officer through P.O. Box 6-60100, Embu.
- **Social Media Platforms.** Complaints and Compliments can be posted on the University of Embu Customer Feedback Page.



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TYPES OF COMPLAINTS

- a) **Minor complaints** – easily resolved, takes less time
- b) **Moderate complaints** – may need referrals/investigations and takes more time
- c) **Major complaints** – complex, involves many stakeholders, lengthy investigations and takes more time to resolve (sometimes referred to CAJ)



BENEFITS OF RESOLVING COMPLAINTS

- ✓ Rights a wrong
- ✓ Strengthens internal systems
- ✓ Builds citizen support and loyalty
- ✓ Upholds citizen rights to quality service
- ✓ Learning from complaints
- ✓ Improves service to citizens



COMPLAINTS HANDLING PROCESS

- Acknowledgement
- PlaAssessment
- nning
- Investigations
- Response
- Follow-up or review
- Systemic issues - consider



IMPLEMENTATION OF ACCESS TO INFORMATION ACT BY PUBLIC ENTITIES

- Facilitate of access to information held by public entities.
- Disclosure of information held by them:
 - ❖ Particulars of its organization, functions and employees – *Service Delivery Charter?*
 - ❖ Powers and duties of public entity officers and employees
 - ❖ Salary scales of officers by grade
 - ❖ Procedure for decision making
 - ❖ Guide of information held
 - ❖ Contract details – contract sum, scope, service provider, timelines e.t.c.



CITIZENS SERVICE DELIVERY CHARTER

- **Adherence to the Service Delivery Charter**
- The University of Embu has developed a service delivery Charter to guide in service delivery to our customers. The provisions on the service charter involve services offered by most departments within the University. Members of staff are encouraged to observe the timelines on the institution's service charter to ensure quality services are provided to our customers. Students are also requested to read the University Service Delivery Charter so that they are aware of the services they receive and if they are of quality.



CITIZENS SERVICE DELIVERY CHARTER

- To monitor adherence or implementation of the service charter the CRCRC committee has adopted the following approaches:
- Random checks conducted by the Internal Auditor
- Planned audits organized by the CRCRC Secretariat.
- Quarterly reports submitted by the Heads of Departments/Sections



THANK YOU
Q&A ?