

#### D. RESPONSE TO A COMPLAINT

A response describing the outcome of the complaint will be provided within 15 working days. If further investigation is required, the timeline on the duration of inquiries will be given to the complainant. The complainant will also be informed on the disciplinary action taken. If the complainant is satisfied that the matter is resolved, the complaint will be considered 'closed'.

#### E. APPEALS PROCESS

If a complainant is not satisfied with how the complaint was resolved or the disciplinary action taken they may appeal to the University Vice-Chancellor within 21 working days by recording their information on the appeals form UoEm-F-CRCRC-004.

#### G. DEFINITION OF TERMS AS DESCRIBED BY THE COMMISSION ON ADMINISTRATIVE JUSTICE (CAJ).

**Public complaint:** A complaint is an expression of dissatisfaction by one or more members of the public about an action, lack of an action or about the standard of a service, whether the action was taken or the service provided by the public institution itself or a person or body acting on behalf of the public institution.

**Resolved:** Situation where an institution has provided sufficient information, a remedy or a solution, to the satisfaction of the complainant, or where the complainant remains dissatisfied, to the satisfaction of the CAJ.

**Pending:** Situation where complaint resolution process has not been finalized.

**Complaint issue:** Subject matter of the complainant.

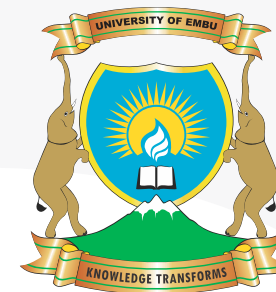
**Complainant:** A person who seeks a service from a public institution and is aggrieved by the action, lack of action and/or the standard of services offered.

**Public complaints:** Comprises of complaints from both internal and external customers.



### UNIVERSITY OF EMBU

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## UNIVERSITY OF EMBU

# Complaints Handling Procedures



## Introduction

University of Embu (UoEm) endeavors to be a centre of excellence by providing quality services to its customers and it is committed to handling complaints from all avenues. UoEm believes that an efficient complaints handling mechanism will improve the quality of services offered to its clients and foster confidence among all stakeholders.

The University will therefore strive to address all public complaints guided by the following principles:

- a. The UoEm complaints procedures and infrastructures will be readily available to all complainants.
- b. Complainants will be treated with respect and their complaints will be resolved within 30 working days from the date of receipt.
- c. Complaints will be handled in a fair and just manner and the complainants will not be discriminated on the basis of gender, religion or culture.
- d. Complaints will be addressed in a private and confidential manner within the limit permitted in the UoEm Public Complaints Resolution Policy.
- e. UoEm will train staff, develop and run sensitization programs on complaint handling mechanisms and continually review and improve the complaints handling process.

In addition to the above principles, the UoEm Customer Relations & Resolution Committee will ensure that:

- a. The complaint is adequately assessed and the complainant is advised if further inquiry into the complaint is required.
- b. Complaints are recorded on the complaints register.

## COMPLAINTS HANDLING PROCEDURES

### A. MAKING A COMPLAINT/ COMPLAINTS INFRASTRUCTURE

Complaints may be made through the avenues described in the table below:

INDICATORS	DETAILS OF IMPLEMENTATION
Physical location	Office of the Deputy Vice Chancellor (ARE) & Deputy Vice Chancellor (PAF), New Administration Block, 3 <sup>rd</sup> Floor P.O. Box 6-60100, Embu. Located 2 km from Embu Town, along Embu-Meru Highway
Names of officers in charge of complaints	<ul style="list-style-type: none"><li>• Prof. Kiplagat Kotut</li><li>• Prof. Eucharika Kenya</li><li>• Ms. Mercy Gitari</li></ul>
Complaints Office email	complaints@embuni.ac.ke
Complaints Line	Tel: 0705945412 and 0705945408
Complaints Portal in the University Website	<a href="http://www.embuni.ac.ke">www.embuni.ac.ke</a>

Other complaints handling infrastructure include complaints registers and complaints boxes located at different areas within the University. The complainant will also be required to fill in the complaints record form, UoEm-F-CRCRC-001. In addition to the above channels the Complainant may lodge complaints through course enquiry registers in the Admissions Office or the OS ticket in the ICT Department. Complainants may seek assistance in lodging a complaint if they choose to.

### B. ACKNOWLEDGEMENT OF COMPLAINTS

Complainants will receive an acknowledgement of receipt of their complaints within 7 days. The complainants have a right to contact the officer in charge to check the status of the complaint.

### C. REVIEWING OF THE COMPLAINT

The complaint will be assessed to ensure that it is within the UoEm scope and that adequate information is provided. The officer handling the complaint will make enquiries to determine if there is evidence of maladministration by the University and also involve the concerned parties. If there is a case to answer, further inquiries will be made and the accused will be given an opportunity to comment on the complaint before appropriate action is taken.