



## THE TECHNICAL UNIVERSITY OF KENYA

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# Internal Complaint Handling Procedure

Through the University Secretary, the public, members of staff of the University and students, complaints are received. Consequently, analysis of the complaints are done so as to come up with solutions and to anticipate the causes of potential complaints. The Department identifies potential complaints, determines and implements appropriate actions to eliminate the possibility of their occurrence through the following steps:

- Step 1:** The Directorate reviews each potential complaint and determines if it is necessary to take any preventive action.
  
- Step 2:** The Directorate determines the potential complaints and implements actions needed for their elimination.
  
- Step 3:** The Directorate determines the Preventive Action appropriate to the effects of the potential complaints.
  
- Step 4:** The Directorate also appoints relevant person(s) to undertake the determined Preventive Action.

**Step 5:** Records of the potential complaints and Prevention actions taken are kept in line with the Technical University Quality Management System (ISO 9001:2015) and recorded in the Preventive Action Form.

**Step 6:** On completion of the implementation of the preventive action(s), the Directorate reviews the effectiveness of the action(s) and records the results.

The Complaints Handling Desk at the Technical University of Kenya is under The Office of the Vice-Chancellor and manned by the University Secretary. The office receives and deals with complaints effectively and expeditiously. The physical location of the desk is A Block, 1<sup>st</sup> Floor at the University Main Campus. The complaints Handling Desk has the necessary infrastructure (internet access, telephones) and staff with appropriate training and skills.

All complaints are received and recorded at the complaints-handling desk. There are three major channels through which complaints arrive at the desk. The complainant could decide to come physically or call the complaints desk through the dedicated phone line +254 020 343672 Ext. 235; if he/she wishes. However there are three dedicated email addresses for this desk and a customer satisfaction survey interface on the University Website ([www.tukenya.ac.ke](http://www.tukenya.ac.ke)).

- [Public-complaints@tukenya.ac.ke](mailto:Public-complaints@tukenya.ac.ke)

- [Studentscomplaints@tukenya.a.ke](mailto:Studentscomplaints@tukenya.a.ke)
- [inquiries@tukenya.ac.ke](mailto:inquiries@tukenya.ac.ke)

These are meant to capture public complaints can also be sent directly to the Vice-Chancellor who then forwards complaints sent to him to the complaints desk, while those sent to the Ombudsman are also forwarded to the Complaints Desk through the Vice-Chancellor.

There are also suggestion boxes at each service point in the University and they could also be used to channel complaints to the Complaints Desk.

The Complaints Handling Officer first acknowledges receipt of the complaint within 24 hours of the complainant, being received, through the provided contact address. The Officer reviews the complaints to, among other things determine the nature of the complaint and the relevance of the complaint to a particular section or unit. Complaints are classified into the various departments or sections of the department.

The Complaints Handling Officer will then contact the relevant department and furnish the action office with the details of the complaint. The action officer will acknowledge and act on the issue and proffer temporarily or long-term solution. Once action is taken, then the Complaints Handling Officer informs the complainants of the action taken.

A record of the complaint and action taken is recorded in the Complaints Register and filed in the relevant Complaints file and a report made to the Commission on Administrative Justice (CAJ) on a quarterly basis using the prescribed forms.

The Technical University of Kenya would like to ensure that the service it provides not only meets but exceeds the expectations of its customers and stakeholders. The revised Citizens Service Charter (as at 29<sup>th</sup> October, 2018) puts in place service standards that will guide the institution to provide quality services to its customers and the general public. The current Service Charter came into effect on the 15<sup>th</sup> January, 2013 and is displayed in all the offices and entry points at the University and the University Websites.

The University is committed to Courtesy and Excellent Service Delivery and where service delivery is perceived to be inefficient or ineffective, complaints should be reported to the Vice-Chancellor who will forward to the Complaints Handling Desk or the University Secretary, Public Complaints Standing Committee.

We hope that all our customers will receive excellent service at each service point as we strive to continuously improve our service through feedback from our stakeholders.