



UNIVERSITY OF NAIROBI COMPLAINTS HANDLING SYSTEM

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Presented to:

Administrative Assistants Training on Institution's Complaints Handling
System and Service Delivery Charter

Held at the Confucius Institute, June 28, 2016



Topic



* **UNIVERSITY OF NAIROBI COMPLAINTS HANDLING SYSTEM**



Our Vision, Mission...



* **Vision:**

A world-class university committed to scholarly excellence

Mission

✦ To provide quality university education and training, and to embody the aspirations of the Kenyan people and the global community through creation, preservation, integration, transmission and utilization of knowledge



Our Core Values



- * Freedom of thought and expression
- * Good corporate governance
- * Innovativeness and creativity
- * National cohesion
- * Professionalism
- * Responsible citizenship
- * Sustainable development
- * Team spirit and teamwork



Definitions



- A **complaint** means an oral, written or any other communication made or addressed to either the Commission on Administrative Justice or the University or taken up by the Commission or the University against a public officer or the University
- **Complainant:** A person or institution alleging breach of any matter under the mandate of the University
- **Administrative Action:** Any action relating to matters of administration and includes:-



Definitions continued...



- * A decision made or act carried out in the University
- * A failure to act in discharge of a public duty required of an officer in the University
- * The making of a recommendation to a Cabinet Secretary
- * Action taken pursuant to a recommendation made to a Cabinet Secretary



Complaints Procedure



- * **Stage 1:** Frontline resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible.
- * **Stage 2:** Investigation is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case.



Resolution to Complaints



- Complaints shall be acknowledged immediately they are received.
- Complaints shall be resolved either on the spot by apologizing, explaining, or other necessary action to resolve the complaint within seven days. This must be done to the Customer's satisfaction wherever possible.
- If the customer is satisfied with the decision, the complaint is closed and outcome communicated.
- If **not**, the complaint is escalated to investigation stage.
- Investigations on serious cases shall commence immediately and the complainant shall be informed within three days. The outcome of the investigation and action taken shall be communicated within 20 days. Complaint closed and outcome recorded.
- Confidentiality and privacy shall be maintained at all times.



Complaints Handling Tools



Every unit at the University is required to maintain and utilize and familiarize themselves with the following tools, among others for handling complaints:

- Complaints Register
- Suggestion Boxes
- Toll Free Line **0800 221 343**
- Dedicated Hot Line **0717 035 268 (Security)**



Reporting Complaints



- * Need to know that customers have the right to lodge their complaints at the service point and to the following offices:

Office of the Vice Chancellor or

Commission on Administrative Justice, Office of the Ombudsman



How Do I Manage all this?





The Four Ps & Four Es...



In discharging your responsibility, you need to be guided by the following four Ps and four Es:

Professionalism

Patriotism

Passion

Pace

Ethics

Equity

Efficiency

Effectiveness



Remember!

A complaining customer is
worthy than a silent one!



***IF YOU FAIL TO LISTEN TO YOUR
CUSTOMER, YOUR COMPETITON
SHALL!***

Thank you