

## **UNIVERSITY OF ELDORETS COMPLAINTS HANDLING PROCEDURE**

- i) The complainant will fill the Complaint form PCC-01;
- ii) Complainants who cannot read or write shall be assisted by the secretariat in filling the complaint form;
- iii) Complaints against the University management shall be lodged with the Public Complaints Standing Committee (PCSC);
- iv) For any complaint lodged against a member of the PCSC, the affected member shall not participate in the handling of the complaint for fair mediation and resolution;
- v) The complaint shall be assessed for compliance with the Public Complaints Committee (PCC) mandate with five (5) calendar days from day of receipt;
- vi) If the complaint is within the mandate, the PCC shall commence inquiries and advise the complainant on the findings as follows:
  - a. Within ten (10) calendar days from the date the complaint is received for frontline complaint handling
  - b. For complaints requiring investigations, the respondent shall be provided with supporting documents presented by the complainant for his/her comments within fourteen (14) calendar days from the day the complaint is received, and
  - c. If a response is not received from the respondent after fourteen (14) calendar days, the PCC shall proceed to determine the complaint in the absence of the comments from the respondent and shall communicate to the complainant within twenty one (21) calendar days from the day the complaint is received.
- vii) If the complaint is NOT within the PC mandate, the complainant shall be advised to address the complaint to the appropriate agency.
- viii) If the complainant is dissatisfied with the resolution given by the PCC, then he/she shall be advised to lodge the complaint with the PCSC for redress.
- ix) When the complaint is concluded, the complainant shall be requested to fill in the customer satisfaction feedback form on how his/her complaint was handled by the PCC.
- x) The PCC shall compile the complaints received, and action taken for each quarter and submit a report to the Directorate of Strategic Planning and Performance Contracting (SPPC). For onward transmission to the PCSC.
- xi) At the end of each financial year, the PCC shall apply for a compliance certificate form the Commission of Administrative Justice.