



MACHAKOS UNIVERSITY

OFFICE OF THE PUBLIC COMPLAINTS HANDLING COMMITTEE

COMPLAINTS HANDLING PROCEDURE 2023/2024

1. Receipt of a complaint from a customer or information on a complaint from any member of staff through:
 - a. complaint boxes (placed at strategic places e.g., entrance of offices),
 - b. email (complaints @mksu.ac.ke),
 - c. phone (0735 247 939/0708390252) or
 - d. verbal.
2. The chair of the Public Complaints Handling Committee in liaison with the respective Dean of School/ concerned officer validates the complaint.
3. Invalid complaints are maintained in the complaints register.
4. For valid complaints, the chair of the Public Complaints Handling Committee forwards the same to the concerned school / relevant office for appropriate action and feedback within a week which shall be recorded in the complaint register.
5. The chair of the Public Complaints Handling Committee shall monitor the progress of complaints in the complaints register.
6. For unresolved complaints, the Public Complaints Handling Committee shall make a follow-up with the relevant authorities for action and feedback.
7. The Public Complaints Handling Committee furnishes the Vice-Chancellor with a written report of complaints received and actions taken every month.

Contacts :

- Office of the Vice Chancellor — MksU
- Public Complaints Committee
- Email: complaints@mksu.ac.ke
- Mobile No: 0735 247 939/0708390252

