



MACHAKOS UNIVERSITY

OFFICE OF THE PUBLIC COMPLAINTS HANDLING COMMITTEE

COMPLAINTS HANDLING PROCEDURE 2018/2019

1. Receipt of a complaint from a customer or information on a complaint from any member of staff through complaint boxes, email, phone or verbal.
2. The chair of the Public Complaints Handling Committee in liason with the respective Dean of School/ concerned officer validate 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 Compliaints Handling Committe shall make a followup with the relevant authorities for action and feedback.
7. The Public Complaints Handling Committee furnish the Vice-Chancellor with a written report of complaints recieved and actions taken on monthly basis.

Contacts:

- Office of the Vice Chancellor – MksU
- Public Complaints Committee
- Email: complaints@mksu.ac.ke
- Mobile No: 0769596233

