
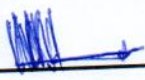
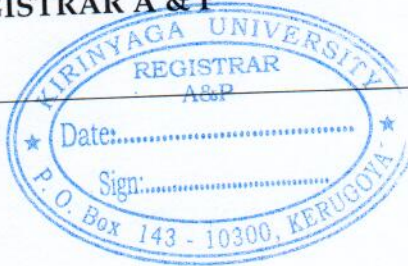




Kirinyaga University

DOCUMENT: PUBLIC COMPLAINTS POLICY	REF: KyU/REG. A&P/POLICY/2
CATEGORY: POLICY	EFFECTIVE DATE: JULY, 2018
	ISSUE: 1 REV: 0
PREPARED BY:  _____ REGISTRAR A & P	APPROVED BY:  _____ VICE CHANCELLOR

KIRINYAGA UNIVERSITY
P. O. Box 143 - 10300,
KERUGOYA.



FOREWORD

Kirinyaga University (KyU) recognizes that there are occasions when stakeholders may wish to raise a complaint, make a comment/suggestion, or request an explanation concerning decisions taken, policies introduced, or procedural matters relating to the University. The University welcomes such feedback and pledges to take action to resolve issues expeditiously and appropriately.

The KyU Resolution of Public Complaints Committee (RPCC) will play an oversight role in the implementation, monitoring and review of the Public Complaints Policy in order to ensure appropriate service-delivery in the University.

This Policy provides a framework on how to receive, register, sort, classify, resolve and document all complaints against any concerned party.

Through this Policy, the Council and the Management of Kirinyaga University will strive to ensure that there is a conducive atmosphere that allows any aggrieved party to effectively lodge a complaint and receive appropriate redress.



Prof. Mary Ndung'u
Vice Chancellor