



KIRINYAGA UNIVERSITY

CHANNELS OF REPORTING PUBLIC COMPLAINTS

KIRINYAGA UNIVERSITY IS COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

In case of any service/good rendered that do not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery it should be reported to:

1. The Vice Chancellor,
Kirinyaga University,
P.O. Box 143-10300,
KERUGOYA.
Cell: 0728499650; 0709742000
Email: vc@kyu.ac.ke

2. The Chairperson, Resolution of Public Complaints Committee
Kirinyaga University
P.O. Box 143-10300,
KERUGOYA
Complaints Desk Email: publiccomplaints@kyu.ac.ke
Hotline Number: 0728499650

OR

Through Filling a Complaints Form at:

- KyU Customer Care Desk/Reception Desk.
- OR register online at KyU Website (www.kyu.ac.ke)

3. The Commission Secretary / Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.o Box 20414 - 00200
Nairobi.
Tel. +254 - 020 - 2270000/ 2303000
Email: complain@ombudsman.go.ke

NB: All filled Complaint Forms to be dropped at any of the following places:

- 1.All HOD's/COD's Offices.
- 2.Complaints boxes.
- 3.Any other service point.

NB: Customer Feedback to be provided as stipulated in KyU Service Charter.



DR. EPHANTUS MWANGI

Chairperson, Resolution of Public Complaints Committee

HUDUMA BORA NI HAKI YAKO