

# UoN Staff Undergo Training on Complaints Handling System

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Staff members drawn from all the six colleges and the central administration unit have been urged to put more effort as they discharge their mandate and help the academic staff drive the university agenda of teaching, learning and research.

This happened during a one day sensitization workshop held at the Central Catering Unit on June 14<sup>th</sup>, 2017.

The administrators were taken through the relevant tools that they need to use in their complaints handling mechanism. Such tools as the University Charter, University Calendar, popularly called the almanac and the employment terms service among others.

Speaking during the workshop, the Vice-Chancellor, Prof. Peter Mbithi called on staff members to embrace teamwork, efficiency and effectiveness as they discharge their mandate in service delivery and in resolution to complaints from clients.

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“Your work is very critical. You are key people in the administration and in the delivery of the service charter”, said Prof. Mbithi. “I urge you to embrace servant leadership and capture and resolve internal and external complaints.”

He expressed the need to use complaints handling and management infrastructure. In the recent past, the University undertook to capture and resolve, internal and external complaints, submit complaints on a quarterly basis and in a prescribed format to the Commission for Administrative Justice (CAJ) to implement complaints handling procedures.

According to the Registrar, Planning, Mr. B.D. Njuguna, the Administrators should embrace professionalism, patriotism, passion and pace in their complaints handling efforts.

The Dean of Students Rev. Dr. Fr. Dominic Wamugunda, explained extensively the need for the university staff to embrace the University of Nairobi’s organizational culture and keep the university brand image.

The various ways in which clients can channel their complaints to the University Management include: suggestion box, emails, the website, telephone calls, free toll line or the complaints register. Reports can also be lodged to the office of the Vice-Chancellor or the Commission for Administrative Justice, CAJ.

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