

## **Creating Awareness on the University's Complaints Handling System**

The UON Administrators have been sensitized on the University's complaints handling system.

Prof. Isaac Mbeche, Ag Deputy Vice Chancellor, Administration and Finance, speaking on behalf of the Vice Chancellor commended the administrators for executing quarter four of the performance contracting indicator for excellent service delivery as per the Commission on Administrative Justice guidelines for implementation of the Resolution of Public Complaints: Financial year (2015/2016)

He said, the university is committed to improving working conditions of staff and providing them with the requisite facilities so as to enhance their commitment and loyalty in providing efficient services. The University is also committed to laying emphasis on creating an enabling environment and innovation that can be used to quicken and improve service delivery.

The Administrators were enlightened on their roles in handling complaints which include: resolving and addressing complaints, maintaining records of resolved complaints, taking criticism positively among other methods.

Dr. Dismas Bulinda, the Registrar, Administration urged Administrators to work on their careers to enable them advance and get promotions. He enumerated a number of activities that is expected of the Administrators like: keeping the academic timetable, liaising with Students Welfare Authority and Information Communication Technology to ensure connectivity to the extra mural centres, coordination of students registration, examinations, organizing graduations, doing public relations related duties to maintain the good image of the University, taking care of the University assets and properties among other duties.

Assistant Legal Officer urged the Administrators to ensure integrity in all their endeavours and to abide by the *Mwongozo* Code of Conduct, the Constitution and Universities Act.

Continuous training and sensitization of staff is part of the University of Nairobi mandate to ensure excellent customer service to its clients and stakeholders.