



<b>Institution/Organization Name:</b>	<b>KISII UNIVERSITY</b>
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>	<b>MINISTRY OF EDUCATION</b>
<b>Economic Sector Alignment:</b>	<b>Education Sector (Universities)</b>
<b>Big 4 Alignment:</b>	<b>Cross cutting:</b> Human Resource Capacity Development for all four agenda items.
<b>Accounting Officer:</b>	PROF. JOHN S. AKAMA, PhD <b>VICE CHANCELLOR</b>
<b>Report Period: FY</b>	<b>FY <u>2021/22</u></b>

### PROCESS DOCUMENTATION

(For all services in the Citizen's Service Delivery Charter)

<b>Service Name</b>	HANDLING OF COMPLAINTS.
<b>Brief Description</b> Document Purpose/Service	Involves handling client complaints.
<b>Document Control:</b> Change Record/ Version No.	KSU/SDCP/001/006
<b>Process Owner:</b> Name and Position	ALL HOD's, Deans, COD's, & Directors, Public Complaints Committee (PCC)
<b>Process Writer (s):</b> Name and Position	Chief Communication Officer
<b>Process Reviewer (s):</b> Name and Position	Deputy Vice Chancellor (APF)

### STEPS/FLOW/SEQUENCE

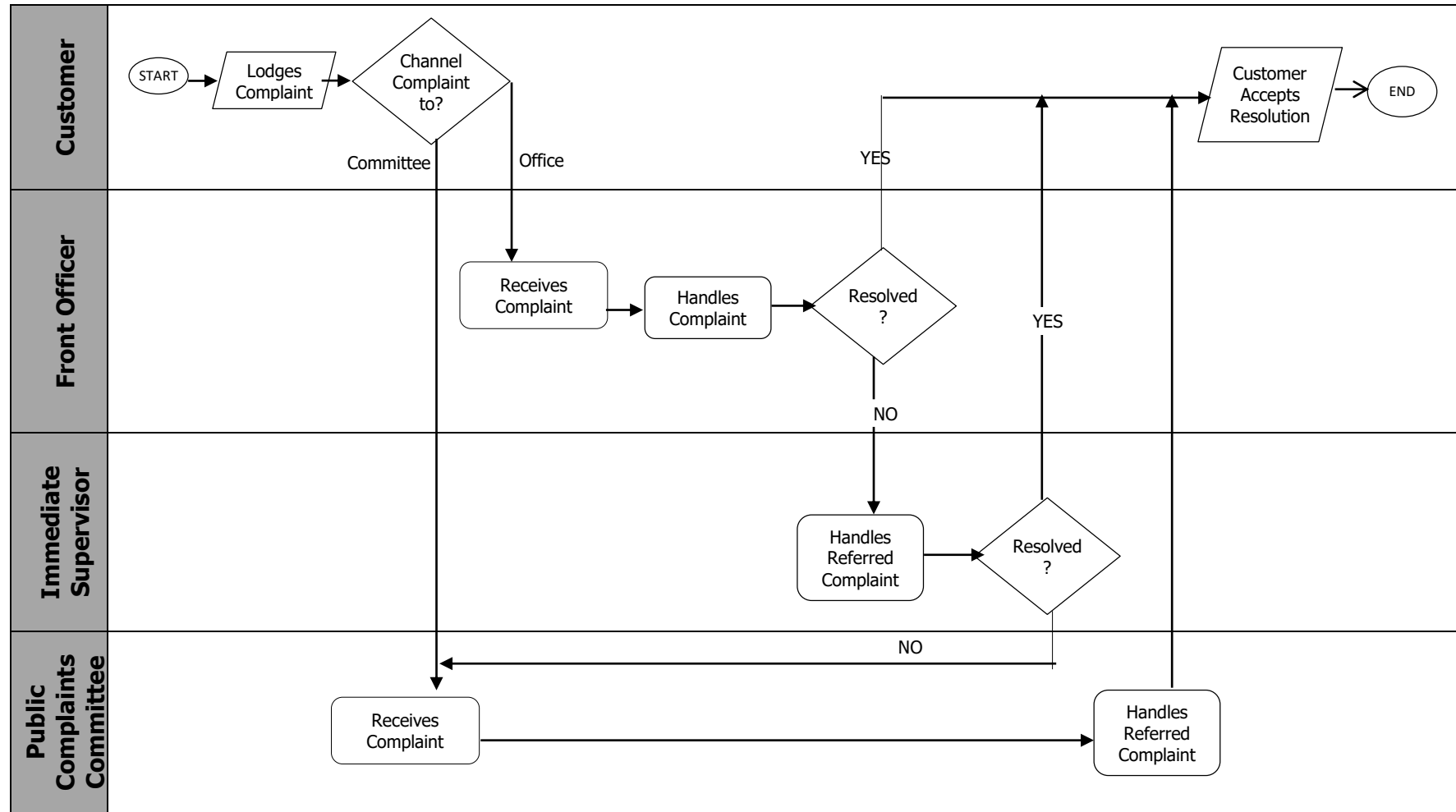
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	The client lodges a complaint to the respective office or to the Public Complaints Committee (PCC).	Within official working hours.	Front Office Officer /Office Holder/ PCC
2.	The officer/PCC acknowledges receipt of the complaint.	Within 10 mins/ PCC within 2 working days	Front Office Officer /Office Holder/PCC
3.	If the complaint was lodged at the office, the concerned officer handles it and provides feedback to the client.	Within 3 days	Front Office Officer /Office Holder

4.	If the officer is not able to resolve the issue, it is referred to the immediate supervisor for resolution.	Within 2 working days	Supervisor/ Office Holder
5.	If the complaint is lodged directly to the PCC or escalated by the immediate supervisor, the PCC handles the complaint and provides feedback.	Within 5 working days	PCC

**EXCEPTIONS TO THE NORMAL FLOWS**

<b>Title (Trigger)</b>		<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
1.	Client is dissatisfied with the resolution.	1	The issue is addressed as a dispute.	Dependent on nature of dispute.	

## PROCESS MAP FOR HANDLING OF CUSTOMER COMPLAINTS



**Note:** A client can lodge a complaint internally either directly to the office or to the Public Complaints Committee