

Complaint policy

Complaint procedure

This policy aims to ensure that all customers involved in a complaint are treated fairly, by providing a straightforward process for dealing with complaints

Our complaints procedure is:

- **Impartial** Both sides have a chance to tell their side of the story.
- **Timely** All complaints will be dealt with as quickly as possible.
- **Confidential** Information will only be shared with parties involved.
- **Fair** You will not be victimised for making a complaint.

How to lodge a complaint

Step One

Approach the complaints office where one can be provided with a range of options available to the complainant.

Step Two

Where appropriate the complainant can try and sort out the issue informally with the person involved. This step is NOT compulsory, but is recommended for minor issues that can be resolved informally between the parties.

Step Three

If the issue cannot be sorted out informally, a formal complaint may be lodged by the complainant. Details of the complaint must be produced in writing including full details of the alleged incident/s, time, place, who was involved and any other relevant information. The **(person receiving the complaint)** will then refer these details to the complaints handling office.

Step Five

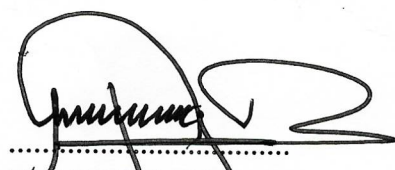
A full examination of the complaint will be conducted by the complaints handling office and then forwarded or escalated to the appropriate officer for action.

NB. All documentation associated with complaints will be handled in strict confidence.

Policy review

This policy will be reviewed every year, and made available to all our customers. Should the need arise; the policy will be translated into appropriate languages.

KAGUMO TEACHERS' TRAINING COLLEGE is committed to customer satisfaction for all its customers.


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CHIEF PRINCIPAL

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RESOLUTION OF PUBLIC COMPLAINTS COMMITTEE MEMORANDUM

TO : ALL STAFF, STUDENTS AND THE GENERAL PUBLIC

FROM: RESOLUTION OF PUBLIC COMPLAINTS COMMITTEE

DATE: 7/10/22

SUBJECT: COMPLAINTS HANDLING MECHANISM

We hereby remind you that the College has put in place the following mechanisms for resolution of complaints:

A. Suggestion Boxes at the following service delivery points:

- ✓ Administration Block
- ✓ The Dispensary
- ✓ Multi- Purpose Hall
- ✓ Housekeeping office
- ✓ Library

B. Mobile Phone service numbers: 0701 972 912; 0796 632 055

C. e-mail Address: info@kagumocollege.ac.ke

D. Direct complaints at the various service points

Once the complaints are received via the various channels they are forwarded to the relevant offices for resolution. Our service charter stipulates how long a complaint should take before it is resolved.

Anyone who feels that his/her complaints are not appropriately handled can forward the same to: [**complain@ombudsman.go.ke**](mailto:complain@ombudsman.go.ke)

S.W.WANJOHI

Convener Resolution of Public Complaints.

Sign  Date 7 /10/2021

Mission: To provide quality teacher education and training that produces patriotic, competent, innovative and self-directing professionals.

ISO 9001:2015 Certified

PROCEDURE NUMBER 13: HANDLING COMPLAINTS AND COMPLIMENTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency and accountability in the handling of complaints and compliments by the college.

1.2 SCOPE

This procedure applies to the handling of all complaints and compliments received by the college.

1.3 REFERENCE

- a. Current Regulations of the public complaints standing committee
- b. KAG.TTC Quality Manual KAG.TTC/QM/MR/02

1.4 TERMS DEFINITION

1.5 PRINCIPAL RESPONSIBILITY

The officer in charge of handling complaints shall ensure that this procedure is adhered to.

2.0 METHOD

2.1 The college shall receive all complaints from the staff, students and general public through any of the following modes:

- a. Suggestion boxes
- b. Email (for public complaints), telephone
- c. Through the customer care desk.

The complaint or compliments should be in the following mode:

- i) Address your request to the chairman customer care desk in written form / soft copy.
- ii) Indicate full name, Identification card number/passport number and full address
- iii) Give full details of complaints, compliments or suggestions.
- iv) The desk officer will forward the information to the complaints committee for resolutions or forward to concerned department / unit.
- v) Complaints that cannot be resolved at committee or unit level shall be forwarded to the principal for action / resolution

- vi) This process should not take more than seven working days after receiving the complaint(s).
- 2.2 The officer in charge of handling complaints shall be responsible to ensure that all suggestion boxes are opened and emptied once per week.
- 2.3 The officer in charge of handling complaints shall on a weekly basis record all complaints received from the various modes in the complaints register and forward them to the Principal.
(See appendix 19 for a page format of the complaints register)
- 2.4 The officer shall then apologize to the respective customer on behalf of the college and assure the customer that the issue is being worked on.
- 2.5 Upon receipt of the complaints, the Principal shall go through them and convene the public complaints committee as per meetings procedure number 5 of this manual for discussion of the received complaints.
- 2.6 Where applicable, the Principal shall ensure representation of the relevant department (against whom the complaint has been made) with the aim of arriving at a solution for the complaint.
- 2.7 The officer in charge shall ensure that the resolutions passed in the meeting are implemented and that quarterly reports are developed and submitted to the National public complaints Committee as per the prescribed format.
- 2.8 The officer in charge shall ensure that all compliments received from all the modes are forwarded to the Principal and letters of commendation issued to the respective officers.