

**JARAMOGI OGINGA ODINGA  
UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**CUSTOMER COMPLAINTS AND COMPLIMENTS  
HANDLING POLICY**

**November 2017**

**Jaramogi Oginga Odinga University of Science and Technology**

**CUSTOMER COMPLAINTS AND COMPLIMENTS HANDLING POLICY**

**2017**

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*Customer Complaints and Compliments Handling Policy*

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**Policy:** Customer Complaints and Compliments Handling

**Policy Theme:** Provision of customer care and customer complaints services underpinned by the University's desired to offer high quality service and products that engender customer loyalty

**Policy Contact:** Corporate Communications Manager

**Policy Approval:** University Council

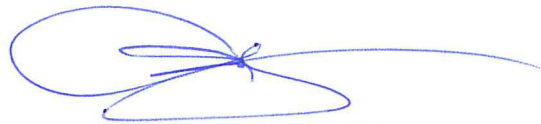
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**Signed:**

  
\_\_\_\_\_  
**Vice-Chancellor, Secretary to Council**      **Date**  
**Prof. Stephen. G. Agong'**      9/11/2017

  
\_\_\_\_\_  
**Chairman of Council**      **Date**  
**Dr. Walter J. Ongeti**      9/11/2017

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PREAMBLE

Jaramogi Oginga Odinga University of Science and Technology is committed to meeting the needs and expectations of all its customers and stakeholders as spelt out in its Customer Service Delivery Charter and Strategic Plan .The University seeks to build and maintain its reputation as an institution delivering high quality university education and other services. The University is also committed to maintaining its responsiveness to the needs and concerns of customers. To this end, the University welcomes complaints as a way of gauging the standards and quality of our products and services, and adjusting accordingly. This Policy is intended to ensure that complaints, comments, compliments and suggestions by our customers are taken seriously and dealt with accordingly, in compliance with the Public Complaints Standing Committee guidelines. It is designed to provide guidance on the manner in which the University receives and handles complaints made against it and its employees.

LIST OF ABBREVIATIONS AND ACRONYMS

CEO	Chief Executive Officer
DVC	Deputy Vice-Chancellor
HOD	Head of Department
ISO	International Standards Organisation
JOOUST	Jaramogi Oginga Odinga University of Science and Technology
VC	Vice-Chancellor

DEFINITION OF TERMS

COMPLAINT	Expression of esteem, respect, affection, or admiration
COMPLIMENT	Statement that a situation is unsatisfactory or unacceptable
CUSTOMER	Recipient of a good, service, product or an idea

## **1.0 AIM**

The aim of this Policy is to assist the University and its employees in resolving complaints in an efficient, effective and professional manner that enhances customer satisfaction.

## **2.0 SCOPE**

The principles in this policy apply to all JOOUST staff in their dealings with all customers. It has been developed to support and expand the JOOUST Customer Service Charter 2013. It sets out the principles that JOOUST has adopted for the management of feedback, compliments, suggestions or complaints - received in relation to the services provided and the experiences of the delivery of those services.

It describes the redress procedures to be followed when our service delivery has not met expectations. JOOUST recognizes the importance of a well-managed complaints handling process as part of providing a quality customer service. We are accountable for our actions and decisions, and customers and other external parties have the right to complain about us and seek remedy for decisions that affect them.

This Policy has been developed in accordance with ISO 9001:2008 Standards: Customer satisfaction-guidelines for complaints handling and the guidelines from the National Public Complaints Office.

## **3.0 GUIDING PRINCIPLES**

### **3.1 Rights of the Complainant**

With regard to provision of its services to the public, JOOUST upholds the right of all its customers as follows:

- a. Any member of the public has the right to lodge a complaint.
- b. JOOUST has a duty to inform members of the public that they have the right to lodge a complaint if they are not satisfied with any service.
- c. Any complaint lodged will be assessed and investigated in a timely manner.
- d. A complainant has the right to have their privacy maintained, if requested.



e. Complainants will not be subjected to any form of prejudice or harassment in reprisal of their complaint

**3.2 Objectivity and Fairness**

JOOUST recognizes the need to be fair when dealing with complaints. To this end, JOOUST shall deal with all complaints on merits and facts, provide appropriate remedies when complaints are lodged and ensure our core values are reflected in all dealings with customers.

**3.3 Equity**

JOOUST upholds equity as a key value in all its operations. Each complaint is addressed in an equitable, objective and unbiased manner throughout the complaints-handling process.

**3.4 Transparency and accessibility**

Our Complaints Handling Policy is readily available to all. Internally, it will be distributed to all staff via email and placed on the intranet where all staff can access it at any time. The Policy will be part of the induction package when a new staff member starts work at JOOUST. Periodic reminders will be made and retraining conducted on the Policy.

**3.5 Accountability**

All employees shall accept responsibility for effective complaints handling. The Complaints Handling Officer shall ensure that, where appropriate, issues raised in the complaints handling process are reflected in employee performance evaluation.

**3.6 Responsiveness**

Receipt of each complaint shall be acknowledged to the complainant immediately. Complaints shall be handled in an efficient and effective manner. Complainants shall be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.

**3.7 Confidentiality**

JOOUST encourages complainants to make full disclosure and provide full contact information when lodging complaints. However, the University shall not disclose the identity of complainant(s), should they request that their details remain confidential at the time the complaint is lodged.

**3.8 Customer focused approach**

All partners and employees of JOOUST, including the members of the Council, and the Staff, are committed to efficient and fair resolution of complaints. We actively solicit feedback from our clients on a regular basis and acknowledge a client's right to complain.

**3.9 Charges**

There shall be no fee charged to the complainant for making a complaint.

**3.10 Continual Improvement/Review**

Our complaints handling process shall be reviewed periodically, and at least annually, with an aim to enhance efficient delivery of effective outcomes.

**4.0 COMPLAINTS HANDLING PROCESS**

The University has established the following procedure for handling complaints:

**4.1 Face to Face Report of Complaints**

Clients of the University with complaints shall report them to the Complaints/Compliments Handling Officer. The Officer, upon receipt of the complaints shall act as follows:

- 4.1.1 Issue the complainant with a “complaints” form where the complainant will record the matter. Where the complainant cannot write, the officer shall assist in recording the complaint.
- 4.1.2 Contact the Officer/Head of Department concerned within 24 hours for appropriate action.
- 4.1.3 Communicate the final decision/action to the aggrieved party within 15 working days. If the issue cannot be resolved within this time, the Complaints/Compliments Officer shall inform the complainant accordingly and report the progress so far made in resolving the matter.
- 4.1.4 Forward to the Vice-Chancellor a summary of the complaints. Matters that require the Vice-Chancellor’s immediate attention shall be forwarded within the same day of receipt of the complaint.

**4.2 Complaints lodged directly with the department concerned**

When a complaint is made directly to the Officer/Department concerned the officer shall:

- 4.2.1 Handle the case and contact the aggrieved party giving details on the action taken, and thereafter inform the Complaints/Compliments Handling Officer for record.

**4.3 Complaints lodged directly with the Vice-Chancellor**

When a complaint is made directly to the VC, the VC shall:

- 4.3.1 Handle the case with the officer concerned and contact the aggrieved party giving details on the action taken, and thereafter inform the Complaints/Compliments Handling Officer for record, or
- 4.3.2 Refer the matter to the Complaints/Compliments Handling Officer, who shall then act as provided for in 4.1.2, 4.1.3 and 4.1.4 above.

**4.4 Complaints lodged directly with the Chancellor or a Council Member**

When a complaint is lodged directly with the Chancellor or a Member of Council:

- 4.4.1 The complaint will be channeled to the Vice-Chancellor for clarification.

4.4.2 The Vice- Chancellor will then handle the matter as provided for in 4.3.1 and 4.3.2 above.

#### **4.5 On-line Complaints**

The Complaints/Compliments form is available on-line and can be downloaded from [www.jooust.ac.ke](http://www.jooust.ac.ke) . The form duly filled can be scanned and sent to [pr@jooust.ac.ke](mailto:pr@jooust.ac.ke) or [vc@jooust.ac.ke](mailto:vc@jooust.ac.ke) .

4.5.1 If it is a complaint it will be dealt with in accordance with 4.1.2 to 4.1.3 above.

4.5.2 If it is a compliment it will be dealt with in accordance with 5.1.2 and 5.1.3 below.

#### **4.6 Anonymous complaints**

When a complaint is lodged anonymously or via social media:

4.6.1 The Officer concerned will acknowledge receipt of the complaint.

4.6.2 Request the client to document the complaint in a Complaint/Compliment form available on-line or fill-in a manual form and hand it in.

4.6.3 Refer the matter to the Complaints/Compliments Handling Officer who shall then act as provided for in 4.1.2, 4.1.3 and 4.1.4 above.

### **5.0 COMPLIMENTS HANDLING PROCESS**

#### **5.1 Face to Face Report of Compliments**

Clients of the University with compliments shall contact the Complaints/Compliments Handling Officer. The Officer, upon receipt of the compliment shall:

5.1.1 Issue the client with the “Complaints/Compliments” form where the compliment will be recorded. Where the person making the compliment cannot write, the officer shall assist in recording the complaint.

5.1.2 Contact the Officer/Head of Department concerned within 24 hours.

5.1.3 Forward to the Vice-Chancellor a summary of the compliments.

#### **5.2 Compliments lodged directly with the department concerned**

When a compliment is made directly to the Officer/Department concerned the officer shall inform the Complaints/Compliments Handling Officer accordingly for record.

#### **5.3 Compliments lodged directly with the Vice-Chancellor**

When a compliment is made directly to the VC, the VC shall inform the officer concerned and thereafter inform the Complaints/Compliments Handling Officer for record.

### **6.0 USE OF COMPLAINTS/COMPLIMENTS BOX**

6.1 Boxes labeled “**COMPLAINTS/COMPLIMENTS BOX**” shall be placed within open and easily accessible areas of the University.

- 6.2 Clients with complaints shall fill in the complaints/compliments form, stating clearly the nature of complaint and office/officer involved, and drop it into the box.
- 6.3 The Complaints/Compliments Handling Officer, together with other appointed members of the Complaints Handling Committee shall open the box and collect the forms and proceed as stipulated in 4.1.2; 4.1.3 and 4.1.4 above.

## **7.0 REPORTS**

The Complaints/Compliments Handling Officer shall compile a report on all complaints/complaints received and forward the same to the University Vice-Chancellor and to the Commission for Administrative Justice (the Ombudsman) on a quarterly basis

## **8.0 REVIEW**

This policy shall be reviewed every three years or as need arises.