



University Administrators Sensitized on Complaints Handling Mechanisms

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Location / Venue:

Central Catering Unit

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University of Nairobi administrators from the six Colleges and the Central Administration have been urged to embrace teamwork, efficiency and effectiveness as they discharge their duties and in resolution to complaints from clients.

This challenge was given during a one day sensitization workshop held at the Central Catering Unit on June, 14, 2017.

Speaking during sensitization workshop, Prof. Peter Mbithi, the Vice-Chancellor urged staff members to put in more effort as they discharge their mandate and help the academic staff drive the university agenda of teaching, learning and research. "Your work is very critical. You are key people in the administration and in the delivery of the service charter", said Prof. Mbithi. He also urged the administrators to solve University clients' complaints amicably. University clients include students, staff, suppliers, alumni, government agencies, partners, among others.

"I urge you to embrace servant leadership. I also, urge you to capture and resolve internal and external complaints," said the Vice-Chancellor. He expressed the need to use complaints handling and management infrastructure. Through performance contracting, 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, implement complaints handling procedures.

In concluding his remarks, the Vice-Chancellor expressed the need for staff members to be creative and innovative in solving everyday challenges with utmost wisdom. He urged the staff members to embrace teamwork in their service delivery endeavors.

The administrators were also taken through the relevant tools that they need to use in their complaints handling mechanism. Such tools as the University Charter, university academic calendar, incorporating the almanac and the employment terms service, among others. According to Bernard Njuguna, Registrar, Planning, the Administrators should embrace professionalism, patriotism, passion and pace in their complaints handling efforts.

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.

Father Dominic Wamugunda, the Dean of Students explained extensively, the need for university staff to embrace University of Nairobi organizational culture and keep the university brand image.

Other resource persons during the complaints handling mechanism workshop were; G. P. Mbugua, Registrar, Administration, Mr. Collins Omondi, Chief Legal Officer and Mrs. Roseline Shihemi from the Performance Secretariat.

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