



UNIVERSITY OF NAIROBI

REMARKS MADE BY THE DEPUTY VICE-CHANCELLOR (A&F) DURING THE TRAINING ON CAPACITY DEVELOPMENT ON EFFECTIVE COMPLAINTS MANAGEMENT FOR COMPLAINTS HANDLING OFFICERS, HELD ON JUNE 17, 2014 IN THE COUNCIL CHAMBER

I take this opportunity to welcome all of you gathered here, for this very important training and sensitization on effective complaints management at the University of Nairobi.

The University has over the years implemented the indicator of resolution of public complaints in which the University is required to submit quarterly performance reports in the manner prescribed by the Commission on Administrative Justice, and which involves the following:

- A review of the complaints handling and management infrastructure and procedures;
- Implementation of Citizens Service Delivery Charter;
- Conducting capacity building for complaints handling officers and staff;
- Creating awareness of the existence of complaints handling mechanisms to all staff;
- Actual resolution of public complaints received.

From the perspective of performance contracting, a public complaint is an expression of dissatisfaction by one or more members of the public about an action, inaction, decision or service provided by a public officer or public institution.

The complaints received from Commission on Administrative Justice indicate the date received, name of the person registering the complaint, action taken, action date and the status; whether the complaint has been resolved, pending or ongoing.

The quarterly report submitted to the CAJ is signed by the Vice-Chancellor who is responsible for the implementation of the indicator.

The University has a well established complaint-handling and management infrastructure in place and both the internal and external customers have been made aware of the same.

The university also has college/department /units service delivery charters which are in place and are well displayed for ease of customers to read.

As part of the continuous improvement process, the university is expected to conduct trainings on capacity development on effective complaints handling and that is why this training is of paramount importance.

This training will empower all the participants present and thereafter to disseminate the same information acquired today to our customers.

The contents of the training today are:

- i. Re-examine the role and relevance of the ombudsman and its contribution to Justice, Governance and public service.

- ii. Effective Complaints handling Mechanism procedures and best practices.
- iii. Repositioning the public complaints indicator: challenges and prospects for implementation, of the indicator 'resolution of public complaints in Government performance contract.

I am aware that since we have already put our public complaints handling mechanisms in place, evaluation by the CAJ is henceforth on the actual resolution of the complaints.

This training is therefore most appropriate as it will impart in the participants the necessary skills and tools to discharge this mandate.

With those remarks, I wish you fruitful training sessions, and thank the training organizers for their commitment to this noble responsibility.

Thank you.