

Legal Office Trains Staff on Complaints Handling Mechanism.

The Legal Office, organized a one day sensitization program to train the University staff working at the front office on the various ways of handling customer complaints. The training was held at the Confucius Institute and led by Dr. Grace Kiringa and Collins Omondi.

Speaking during the sensitization Workshop, the Ag. Registrar Administration, Mr. G. P. Mbugua advised staff members on the importance of service delivery to customers and being courteous to University clients; students, staff, suppliers, partners, alumni among others. Staff members were also told of office etiquette.

On her part, Ms. Roselyne Shihemi, from the Performance Contract Secretariat, noted that the staff members are here to serve customers. She urged front office staff members to always strive to exceed customer expectations.

The Registrar, Planning, Mr. Bernard Njuguna highlighted some policy documents, university charter, information guide, among other materials that the front office staff members were expected to be conversant with.

Staff members were as well urged to register any gifts they receive, that is worth over Kshs. 20,000. On *Harambees*, the staff were told to avoid it, as it is now illegal according to Chapter 6 of the Constitution.