



## UNIVERSITY OF NAIROBI

### COMPLAINTS HANDLING PROCEDURE

#### 1.0. DEFINITIONS

- a) **Complaint:** A complaint means an oral, written or any other communication made or addressed to either the Commission or the University or taken up by the Commission or the University against a public officer or the University.
- b) **Complainant:** A person or institution alleging breach of any matter under the mandate of the University.
- c) **Administrative Action:** means any action relating to matters of administration and includes:-
  - ⇒ A decision made or an act carried out in the University.
  - ⇒ A failure to act in discharge of a public duty required of an officer in the University.
  - ⇒ The making of a recommendation to a cabinet secretary; or
  - ⇒ Action taken pursuant to a recommendation made to a cabinet secretary.

#### 2.0. COMPLAINTS PROCEDURE

**STAGE 1:** Frontline resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible.

**STAGE 2:** Investigation is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case.

