



**UNIVERSITY OF NAIROBI**

Document: **PROCEDURE FOR RESOLUTION OF PUBLIC COMPLAINTS AND MONITORING CUSTOMER SATISFACTION**

College: **CORPORATE**

Doc. No: **UON/OP/66**

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Rev No:**06**

Issued By: **VICE-CHANCELLOR**

Authorized By: **UNIVERSITY EXECUTIVE BOARD**

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## 0.1 DOCUMENT CHANGES

DATE	CLAUSE	AUTHORIZED BY
July 29,2009		VC
October 14,2009	0.1 - Document changes	VC
March 21, 2011	0.2 Added the DVC (SA) and DVC (RPE) and respective Registrars 4 Deleted i-xii, xvii and xviii and acronyms 5 Rephrased 6.1 Removed table and replaced with narration 6.2 Removed table and replaced with narration 7.2 deleted customer complaint form	VC
June 30, 2013	0.1 – Document changes 2 Spelling correction for compliments 6.1 (i) Spelling correction for compliments 6.1 (iv) Spelling correction for compliments	VC
March 31, 2015	8.0 Added the need to keep relevant records	VC
August 31, 2016	<ul style="list-style-type: none"> <li>• Changed the issuance and approver</li> <li>• Added a footnote on the cover page</li> <li>• 5.0 Added the specific responsibilities</li> <li>• 8.0 Changed need to keep records to need to keep documented information</li> <li>• 9.0 Changed process map to procedure flow chart</li> </ul>	UMB
April 30, 2019	<ul style="list-style-type: none"> <li>• Changed the document title from “Procedure for Monitoring Customer Satisfaction” to “Procedure for Resolution of Public Complaints and Monitoring Customer Satisfaction”</li> <li>• Aligned to University Strategic Plan 2018 – 2023</li> <li>• Aligned CAJ Reporting Framework on Resolution of Public Complaints Indicator and Access to Information</li> <li>• Replaced the UON logo</li> </ul>	UEB

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	<ul style="list-style-type: none"> <li>• 1 Revised Purpose</li> <li>• 2 Revised Objectives</li> <li>• 3 Expanded Scope</li> <li>• 4 Added the following <ul style="list-style-type: none"> <li>- Constitution of Kenya 2010 Article 35</li> <li>- Access to Information Act No. 31 of 2016</li> <li>- Kenya Information and Communications Act 2015</li> <li>- CAJ Reporting Framework on Resolution of Public Complaints Indicator and access to Information</li> <li>- University Complaints Management Policy</li> <li>- University Strategic Plan 2018 – 2023</li> <li>- ISO 10001:2018</li> <li>- ISO 10002:2018</li> <li>- ISO 10003:2018</li> <li>- ISO 10004:2018</li> </ul> </li> <li>• 5 added new definition of terms e.g. Complaint, Complainant, Information Access Officer, Sanction</li> <li>• Revised procedure objectives</li> <li>• Added new responsibilities</li> <li>• 7.1 New clause added</li> <li>• 7.2 a) New clause</li> <li>• 7.2 b) Removed the statement 'once a year'</li> <li>• 7.3 New clause</li> <li>• 7.5 New clause</li> </ul>	
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## 1. PURPOSE

To manage customer complaints, ensure compliance with access to information obligations by public institutions, and monitor customer satisfaction for continual improvement.

## 2. OBJECTIVE

- a) To resolve public complaints in compliance with Access to Information Act 2016
- b) To regularly monitor customer perceptions of the degree to which their needs and expectations have been fulfilled
- c) To boost public confidence in the administrative process
- d) To obtain information that can be used by the University to improve the quality of its products and services

## 3. SCOPE

The procedure covers customer complaints, suggestions, compliments, surveys, feedback. The procedure covers planning, designing, developing, implementing, maintaining and improving customer satisfaction

This procedure applies to all staff receiving or managing complaints from the internal and external stakeholders, regarding University products and services

## 4. REFERENCES

- a) The Constitution of Kenya 2010 Article 35
- b) Access to Information Act No. 31 of 2016
- c) Kenya Information and Communications Act 2015
- d) CAJ Reporting Framework on Resolution of Public Complaints Indication and access to Information
- e) University Complaints Management Policy
- f) ISO 9001:2015 Standard
- g) ISO 10001:2018 - Customer Satisfaction - Guidelines for Codes of Conduct for Organizations
- h) ISO 10002:2018 - Customer Satisfaction - Guidelines for complaints handling in organizations
- i) ISO 10003:2018 - Customer satisfaction - Guidelines for dispute resolution external to organizations
- j) ISO 10004:2018 - Quality management - Customer satisfaction - Guidelines for

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monitoring and measuring

- k) University Strategic Plan 2018 – 2023
- l) University Communications Policy
- m) University Anti- Corruption Policy
- n) University QMS Manual (UON/QMS/QM)
- o) University of Nairobi Service Charter

## 5. DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
Access to Information Register		A register kept by a public institution where entries of requests and determinations (decisions) on access to information are kept.
Action taken		The intervention measure(s) taken by an institution to resolve a complaint, process a request for access to information and implement the decision and recommendation of the Commission
	CAJ	Commission of Administrative Justice
Complaint		An expression of dissatisfaction by a person, group, institution or organisation about an unsatisfactory or unacceptable situation, including an act or omission or about the standard of service, whether the action was taken or the service was provided by the person(s), the institution itself or body acting on behalf of the public institution.  An expression of dissatisfaction made to an organization related to its product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected
Complainant		A person, group of persons, organization or their representative making a complaint
Complaint issue		The subject issue of the complaint e.g., delay, inefficiency, abuse of power among others
Customer		A person or organization that could or does receive a product or a service that is intended for or required by this person or organization
Customer Satisfaction		Customer's perception of the degree to which the customer's Expectations have been fulfilled
Feedback		Opinions, comments and expressions of interest in a product, a service

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<b>Term</b>	<b>Acronym</b>	<b>Definition</b>
		or a complaints-handling process
Interested Party/ Stakeholder		Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity
Information Access Officer		Any officer of a public institution designated under Section Seven as such for implementation of the Access to Information Act in that public institution.
Request		An application seeking access to information held by a public institution
Sanctions		Penalties or deterrent measures taken against a public institution to enforce adherence to resolution of public complaints and access to information framework

## **6. RESPONSIBILITY**

### **6.1. Vice-Chancellor**

The VC will have the overall responsibility of ensuring that this procedure is followed.

The VC will have the responsibility of Information Access Officer as designated in the Access to Information Act No. 31 of 2016

### **6.2. Deputy Vice-Chancellor, HR and Administration**

The DVC HR&A will be responsible for the planning, implementation and following up of this procedure

### **6.3. College Principals**

College Principals will ensure that customer complaints and feedback is captured, analysed and acted upon in their respective colleges

### **6.4. Registrar Administration**

Registrar Administration will ensure that customer complaints and feedback is captured, analysed and acted upon in Central Administration units

### **6.5. Director SWA**

Director SWA will ensure that customer complaints and feedback is captured, analysed and acted upon in SWA

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### **6.6. Director Graduate School**

Director GS will ensure that customer complaints and feedback is captured, analysed and acted upon in GS

### **6.7. Director ODeL**

Director ODeL will ensure that customer complaints and feedback is captured, analysed and acted upon in ODeL Campus

## **7. METHOD**

### **7.1. Infrastructure**

- a) Establish complaints handling and management and access to information infrastructure that shall include communication channels through which complaints can be launched
- b) Develop and display complaints handling policy and procedure within the various Colleges and Units
- c) Appoint complaints handling committee
- d) Develop and implement citizens service delivery charters
- e) Conduct capacity building for complaint-handling and customer satisfaction
- f) Create awareness on the existence of complaints handling system

### **7.2. Receiving and Addressing Customer Complaints and Feedback**

- a) Public complaints shall be received directly or channeled through the Commission on Administrative Justice (CAJ).
- b) Verbal complaints shall be acknowledged immediately they are received, while written complaints shall be acknowledged within three (3) working days.
- c) Complaints shall be resolved either on the spot by apologizing, explaining, or other necessary action to resolve the complaint. This must be done to the customer's satisfaction wherever possible.
- d) If the customer is satisfied with the decision, the complaint is closed and outcome communicated.
- e) If not, the complaint is escalated to investigation stage.
- f) Investigations on serious cases shall commence immediately.
- g) The outcome of the investigation and action taken shall be communicated within 30

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days. Complaint closed and outcome recorded.

- h) Confidentiality and privacy of the complaint shall be maintained at all times

### **7.3. Conducting Customer Satisfaction Survey**

- a) Planning, designing, developing, implementing, maintaining and improving customer satisfaction
- b) Customer satisfaction survey shall be conducted
- c) The results shall be analyzed and issues raised addressed

### **7.4. Access to Information**

**Subject to the provisions of the Access to Information Act No. 31 of 2016:**

- a) An application to access information shall be made in writing and the applicant shall provide details and sufficient particulars for the University to understand what information is being requested.
- b) The Vice-Chancellor shall make a decision on an application as soon as possible, but in any event, within twenty one days of receipt of the application
- c) As soon as the Vice-Chancellor has made a decision as to whether to provide access to information, the decision shall be communicated to the requester
- d) Where the applicant does not receive a response to an application within the period stated in subsection (1) of the Information Act, the application shall be deemed to have been rejected
- e) The Vice-Chancellor may, not later than five days from the date of receipt of an application, transfer the application or any relevant part of it, to another public entity, if the information requested is held by that other public entity
- f) Where an application is transferred, the Vice-Chancellor shall inform the applicant immediately but in any event not later than seven days from the date of receipt of the application, about such transfer
- g) Where a decision is taken to provide the information applied for, the Vice-Chancellor shall send to the applicant a written response within fifteen working days of receipt of the application

### **7.5. Monitoring and Reporting**

- a) Reports on resolution of public complaints shall be submitted to the Commission on Administrative Justice (CAJ) in the prescribed format



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- b) Reports on customer satisfaction surveys shall be submitted to University Executive Board for implementation

## **8. DOCUMENTED INFORMATION**

Relevant Documented information shall be maintained.