

THARAKA
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COLLEGE

(A Constituent College of Chuka University)

Process for Handling Customer Complaints

Required Inputs

Letters
Schedule/ Programme
Complaints

Expected Outputs

Complaints/complements Report
Minutes

No.	Process Details/Description	Output	Responsibility
1.	Public complaints are received from complainants and registered in Public Complaint register book NB: Complaints may be received directly from internal or external complainant	Complaints register	Public Relations Officer complainant
2.	The office will acknowledge the receipt of complaints within 5 working days	Acknowledgment letter	Public Relations Officer
3.	The department will initiate the process of resolving the complaint or escalate it to the relevant office if necessary for appropriate action	Action taken letter	Public Relations Officer
4.	The department shall make sure the complaint is resolved within 15 working days from the day of receipt of the complaint. If the complaint is not resolved within 15 working days, the complainant shall be notified and advised accordingly	letters	Public Relations Officer
5.	After the complaint is resolved the complainant shall be notified accordingly	letter	Public Relations Officer