

11.2 Our clients' Responsibilities and Obligations

We expect our clients to:

1. Cooperate
2. Report issues and seek services promptly
3. Provide accurate and timely information
4. Deal with the relevant officers in the respective division/
schools/department/sections
5. Cultivate an atmosphere for mutual trust
6. Demand for Quality Service
7. Provide feedback and comments on services rendered
8. Pay all fees and levies promptly

11.3 Mechanism of Handling and Lodging of Complaints and Queries

We encourage our clients to bring all their complaints and queries to our attention via the following channels:

1. Clearly written letter with full details of the nature of complaint
2. Make telephone calls on Tel: +254 57 250 1804/ +254 57 205 8000
3. Duly filling the University complaints form and depositing the same in the Complaints/Compliments Box
4. Personal visit to the Complaints Handling Officer
5. Report to the Vice-Chancellor or the Commission for Administrative Justice as stated below:

11.4 Response to Complaints

We are committed to responding to clients' complaints by:

1. Offering apology immediately
2. Resolving the issue/complaints within 14 working days
3. Resolving the issue/complaints within 30 days for complaints of technical nature

12.0 Link between the University's Values and National Values

The University Service Delivery Charter is anchored on the Constitution of Kenya Chapter 2, Article 10 of the Kenya Constitution 2010 which includes the principles of National Values and Governance which include human dignity, equity, social justice, inclusiveness, equity, human rights, non-discrimination and protection of the marginalized, good governance, integrity, transparency and accountability and sustainable development.

12.1 Commitment to Courtesy and Excellence in Service Delivery

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be delivered in writing to: