



## THE KIAMBU NATIONAL POLYTECHNIC COMPLAINTS HANDLING FRAMEWORK



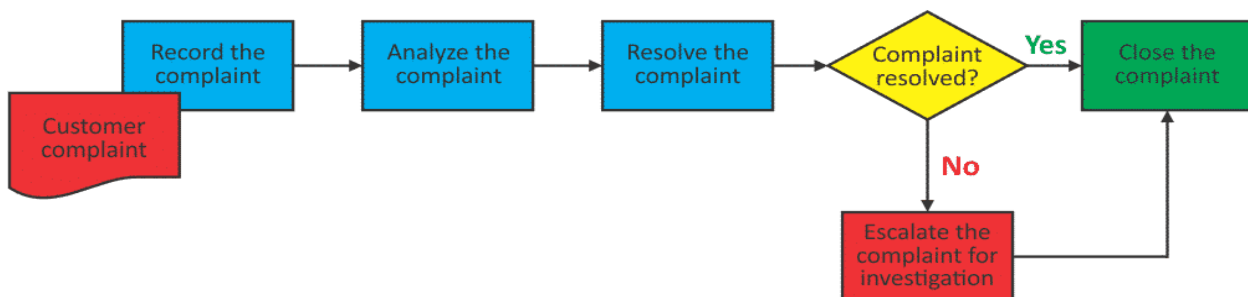
Effective complaints handling is a crucial part of quality service delivery in The Kiambu National Polytechnic (KINAP) *formerly known as KIST*. The Polytechnic is committed to effective complaint handling and values feedback through the various established channels. Feedback will help KINAP to identify weak areas and create the motivation for continual improvement of the services rendered. Personal information related to complaints shall be kept confidential and the complaint shall be dealt with equitably and objectively.

To ensure a better response to customer needs, KINAP has developed various complaints handling mechanisms, including:

- the provision of the Institution's service delivery charter
- installation of complaints/suggestion boxes placed in strategic places within the Institution
- the establishment of internal complaints registers at the heads of department/section offices and in all offices/service points
- an email address to channel complaints ([complaints@kist.ac.ke](mailto:complaints@kist.ac.ke))
- feedback forms at the clinic
- having student leaders through whom students can channel group or individual complaints

One can also complain through the office of the Ombudsman, the Commission on Administrative Justice, either through their website or by sending an email to [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)

The complaints handling procedure is followed to address and resolve customer complaints promptly and effectively. These procedures in the process include steps for receiving and documenting complaints, investigating the issue and implementing a resolution. Should the complaint not be resolved then it is escalated for further investigation.



**Steps for handling the complaint**