



DSPACE

<https://dspace.org/>

complaints_handling_infrastructure

UoK

2015

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<http://ir-library.kabianga.ac.ke/handle/123456789/1033>

This is to bring to awareness the University's complaints handling framework available for your use.

1. There are Compliment/Complaint Registers at the front desk in every office.
2. There is dedicated phone line: 020-2172665
3. There is dedicated email address - vc@kabianga.ac.ke or proffice@kabianga.ac.ke
4. There is Compliment/Complaint portal and e-Suggestion Box on the University website
5. There are hard Suggestion Boxes on various points.
6. Commission on Administrative Justice (CAJ) contacts are given on the University Citizen's Service Delivery Charter.
7. The Service Delivery Charter can be downloaded from the University Website