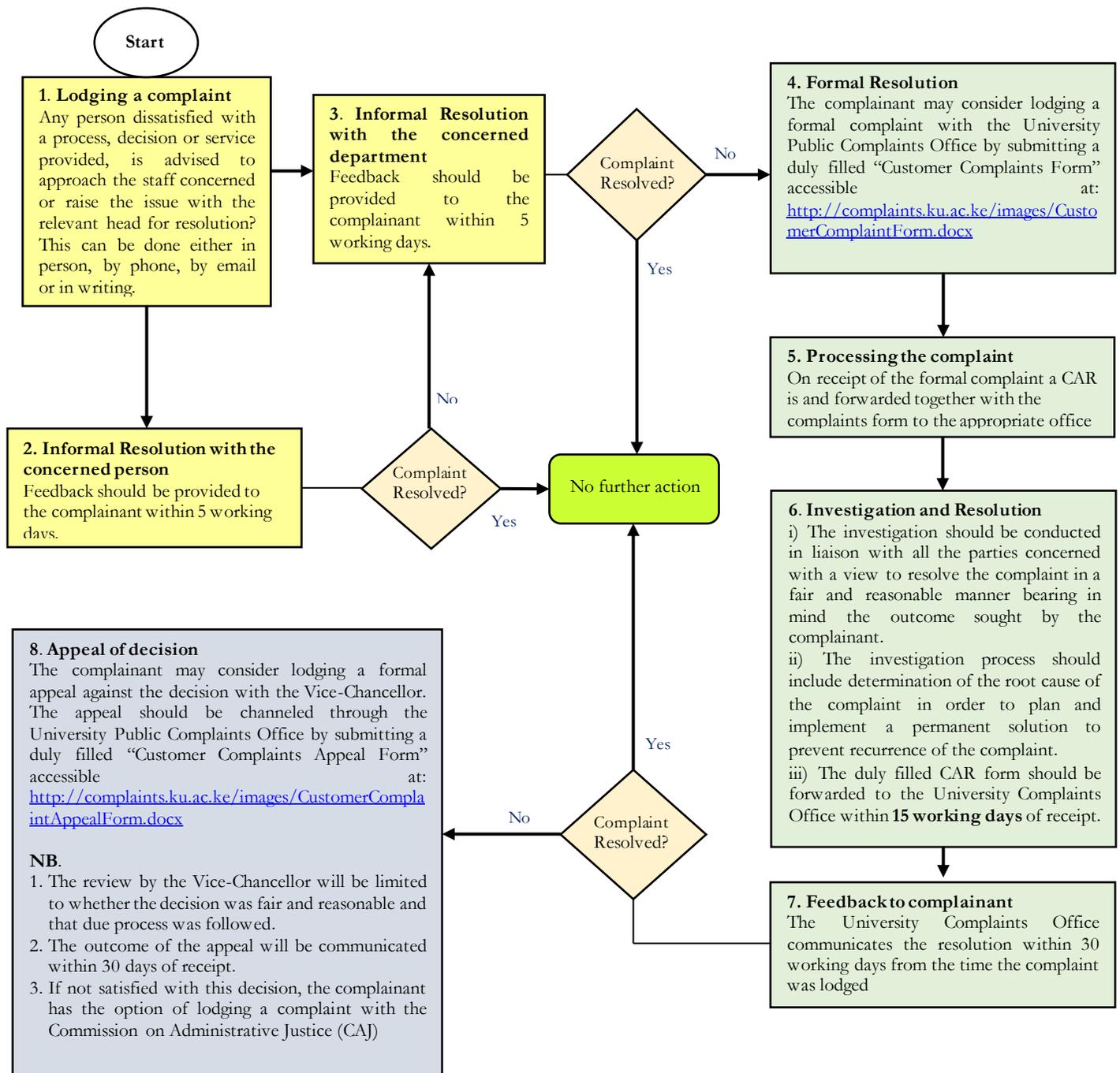


Kenyatta University

Procedure for handling Customer Complaints



Notes:

Step 2 & 3 constitutes point of service (frontline) resolution. This is the first opportunity for a service to resolve a customer’s dissatisfaction, and the majority of complaints will be resolved at this level

Steps 4 – 8 constitutes formal resolution. This is where the complainant lodges a formal complaint at the University Complaints Office if not satisfied with the frontline resolution.