

# HIGH LEVEL SUMMARY OF THE COMPLAINTS MANAGEMENT POLICY FOR MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY.

## 1. Purpose and Policy Commitment

Meru University of Science and Technology (MUST) is committed to ensuring that all persons have the right to voice complaints and that all grievances are handled in a fair, objective, and timely manner. This policy aims to uphold service excellence, protect the University's image, and support decision-making through structured feedback mechanisms. It aligns with Kenya's legal and constitutional provisions and ISO 9001:2015 standards.

## 2. Key Objectives

- a) Promote a **conducive service delivery environment**.
- b) Provide **accessible and user-friendly mechanisms** for lodging complaints.
- c) Strengthen **internal and external accountability**.
- d) Foster **public participation** and protect the complainant's rights.
- e) Encourage **continuous improvement** in services and operations.

## 3. Scope and Application

The policy applies to all MUST staff in their interactions with students, stakeholders, and the public. It supports the University's Customer Service Charter and applies to feedback, suggestions, and complaints related to services and user experiences.

## 4. Guiding Principles

- a) **Equity and Fairness:** All complaints are treated impartially and on merit.
- b) **Accessibility and Transparency:** Clear procedures, freely available to the public.
- c) **Accountability:** All staff are responsible for effective complaints handling.
- d) **Confidentiality:** Complainants' identities are protected on request.
- e) **Customer-Centered Approach:** Focus on client satisfaction and feedback.
- f) **Simplicity and Efficiency:** Straightforward procedures with timely resolutions.
- g) **Zero Cost:** No fee is charged to file a complaint.

## 5. Legal and Policy Framework

The policy is grounded in:

- a) The Constitution of Kenya (Article 59)
- b) The Commission on Administrative Justice Act
- c) The Fair Administrative Action Act
- d) The University Act and MUST statutes

## 6. Complaints Handling Procedure

The policy outlines a **five-stage process** for resolving grievances:

- a) **Verbal resolution** at point-of-service.
- b) **Pre-grievance hearing** through the Complaints Office.
- c) **Formal grievance hearing** by a senior officer.
- d) **Judgment** by a senior manager with written findings.
- e) **Appeal** to the Public Complaints and Access to Information Committee or the Commission on Administrative Justice (CAJ).

Each complaint goes through documentation, investigation, resolution, and audit for systemic issues.

## 7. Available Remedies

Complaints may result in actions such as:

- a) Apologies or reconsideration of decisions
- b) Policy or procedural changes
- c) Compensation or non-financial support
- d) Disciplinary action if warranted

## 8. Communication Channels

Complaints can be submitted via:

- a) Email (complaints@must.ac.ke)
- b) University website or complaints portal
- c) Complaints boxes or registers in offices
- d) Direct reporting to the Vice Chancellor or CAJ

## 9. Oversight and Responsibility

The **Public Complaints and Access to Information Management Committee** is responsible for ensuring complaints are addressed. Heads of departments are directly accountable for timely and documented resolution of complaints under their docket.

## 10. Implementation and Review

The policy was approved by council in July 2025 and will be reviewed every five years or sooner if required by emerging issues.

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**DVC AFP**

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