

# **KIRINYAGA UNIVERSITY**

## **CUSTOMER FEEDBACK AND ACCESS TO REQUESTED INFORMATION**

Kirinyaga university is committed to courtesy and excellence in service delivery. To demonstrate this commitment, KyU has developed an efficient communication and feedback system. The procedures below show how the university analysis customer feedback and facilitates access to requested information in order to improve its service delivery.

### **Analysis of Customer Feedback and Complaints Handling**

- 1) The Human Resource Officer (HRO) shall ensure collection of customer feedback from all the feedback platforms.
- 2) The HRO shall analyze the feedback to establish complaints, compliments and the level of customer satisfaction.
- 3) In case of complaint from the suggestion boxes and social media platforms, the HRO shall communicate to the respective CoD/HoD where the complaint has been raised.
- 4) The CoD/HoD shall fill a customer care corrective action request form and forward it to the HRO within fourteen (14) days.
- 5) The HRO shall evaluate the effectiveness of action taken and verify as per evidences provided in the customer care corrective action request form.

### **Access to Requested Information by Customers**

- 1) The Information Access Officer shall receive a dully filled access to information request form from the customer, and acknowledge receipt within 48 hours.
- 2) The Information Access Officer shall ensure that feedback on the request to access information is given within 30 working days.
- 3) In case the customer requesting information is not satisfied with the feedback given, He/She may appeal to the office of the Vice Chancellor.