

KIRINYAGA UNIVERSITY

CHANNELS OF REPORTING PUBLIC COMPLAINTS

In case of any Public Complaints, kindly report to the Resolutions of Public Complaints Committee THROUGH the following channels;

1. **Email:** publiccomplaints@kyu.ac.ke

OR

2. **Hotline Number:** 0728499650

OR

3. Fill a Complaints Form at:

- KyU Customer Care Desk/Reception Desk.
- OR register online at KyU Website (www.kyu.ac.ke)

NB: All filled Complaint Forms to be dropped at any of the following places:

- All HOD's/COD's Offices.
- Complaints boxes.
- Any other service point.

4. Complaints issue can also be recorded in the Complaints Register at the Customer Care Desk/Reception Desk.

NB: Customer Feedback to be provided as stipulated in KyU Service Charter.



DR. EPHANTUS MWANGI

Chairperson, Resolution of Public Complaints Committee