



GATUNDU SOUTH TECHNICAL AND VOCATIONAL COLLEGE

COMPLAINTS HANDLING PROCEDURE

1. The complaint is received through our various channels as indicated below.

a.) By post: The Principal

Gatundu South Technical and Vocational College

P.O. Box 102-01030

Gatundu

b.) By Email: info@gatundusouthtvc.ac.ke

c.) By telephone: 0719156375

d.) Physical reporting at the college premises or through suggestion box

2. The College will acknowledge receipt of the complaint within five (5) working days.

3. The College is committed to resolving the complaint or providing a decision on the complaint (feedback) within thirty (30) working days. Any delay beyond this timeline may be due to exceptional circumstances or nature of the complaint

4. The complainant is required to provide all the information required to assist in timely resolution of the complaint/grievances.

5. All complaints will be recorded for analysis and continual improvement.

6. The complaints will be handled in two stages by an officer(s) or a committee

Stage 1

This is the first opportunity for the college to resolve your dissatisfaction. We expect the majority of complaints to be resolved at this stage. On receipt of your complaint we will contact the Complaints Handling Officer and ask him/her to respond to your complaint.

Stage 2

- If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by a committee.
- Your request together with all subsequent correspondence relating to it should be sent to our Complaints Handling Officer, who will review and forward your request to the Committee.

If you are still dissatisfied


If having followed the two internal stages of our service complaints procedure and you remain dissatisfied, you can ask to have your complaint reviewed by the Commission on Administrative Justice (Ombudsman) who is independent of the Commission. The Ombudsman will assess whether there is evidence of service failure or maladministration on our part.

You can contact the Commission on Administrative Justice (Ombudsman) as follows:

By post:	Commission on Administrative Justice West End Towers, 2nd Floor Waiyaki Way, Nairobi P.O. Box 20414 – 00200 NAIROBI
Telephone or fax:	020 2270000/2303000
Email Address:	complain@ombudsman.go.ke
Website	www.ombudsman.go.ke

It is the commitment of Gatundu South Technical and Vocational College to resolve complaints amicably and promptly.

Signed:



Principal

Date: 12-01-2022