

Establishment And Mandate Of Public Complaints Committee

The University of Eldoret has developed a Public Complaints Policy which provides the framework for the establishment of a Public Complaints Committee (PCC). The functions of the PCC are to:

- i) Develop mechanisms of working together with the Public Complaints Standing Committee (PCSC) and address Public Complaints made against the University of Eldoret;
- ii) Perform an oversight role to ensure that the University of Eldoret delivers its services as spelled out in its service charter;
- iii) Provide an alternative avenue to its clients to channel their complaints on unsatisfactory service-delivery or wrongdoings in the activities of the University of Eldoret;
- iv) To receive, register, sort, classify and document all complaints against the University of Eldoret;
- v) To inquire into allegations of misuse of office, unethical conduct, breach of integrity, maladministration, delay, injustice, discourtesy, inattention, misbehaviour, inefficiency, ineptitude or any other complaints;
- vi) To oversee, co-ordinate, monitor and follow up specific action on channelled complaints;
- vii) To promote alternative dispute resolution through mediation or frontline resolution;
- viii) To ascertain whether, on the face of it, there is merit in a complaint and thereafter to act on the complaint appropriately or refer the complaint to PCSC for redress;
- ix) To publish quarterly reports for PCSC on the number and nature of complaints received and the action taken by the committee and
- x) To apply for and obtain a certificate of compliance from the PCSC on behalf of the University.

The Committee comprises: Prof. Donald F. Otieno (Chairman), Prof. Paul Tarus (Registrar Academics), Dr. Robert Otuya (Dean, School of Business Management), Dr. Lelei Kiboi (Dean of Students), Mr. Jacob Onyango (Dean, School of Human Resource Management), Dr. Risper Omari (Head, Department of Quantitative Skills).

University of Eldoret Complaints Handling Officers: Dr Florence Wamunga (School of Agriculture and Biotechnology); Mr Benjamin Rono (Deputy Registrar – Administration and Finance).

Dedicated Telephone lines for receiving complaints: 0715677655 or 0786626606

Email Addresses for receiving complaints: complaints@uoeld.ac.ke or vc@uoeld.ac.ke