



MINISTRY OF EDUCATION
STATE DEPARTMENT OF TVET
KIMASIAN TECHNICAL AND VOCATIONAL COLLEGE
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PROCEDURE FOR RECEIVING AND HANDLING PUBLIC COMPLAINTS

Kimasian Technical and vocational college, being a public institution its core mandate is to offer quality and up-to satisfactory services to both internal and external clients.

The college has a public complaints desk that normally deals with all types of complaints received by the college both from internal and external clients. Therefore, you are all hereby informed that if you feel unsatisfied with any service offered by the college, please register your complaints with the college complaints desk. It is currently located in the Dean of students' office within the college premises.

NOTE: We receive and handle complaints lodged following the procedures listed below.

1. Complaints are received from the complainant and recorded.
2. After receiving complaints investigation is carried out to find out the root cause of the complaint.
3. After investigating the complaint is resolved basing on evidence found.
4. Then feedback is given to the complainant.
5. If the complainant is not satisfied, he/she is referred to the next level
6. Seek feedback from the one referred to and present to complainant

7. If the client is still not satisfied the complaint will be referred to the next level and even to the Commission on Administrative Justice (office of the Ombudsman).

ALL COMPLAINTS ARE WELCOMED



PREPARED BY PUBLIC COMPLAINTS RESOLUTION COMMITTEE: SIGN.....YEAR: 2021