



KASARANI TECHNICAL AND VOCATIONAL COLLEGE COMPLAINT HANDLING PROCEDURE

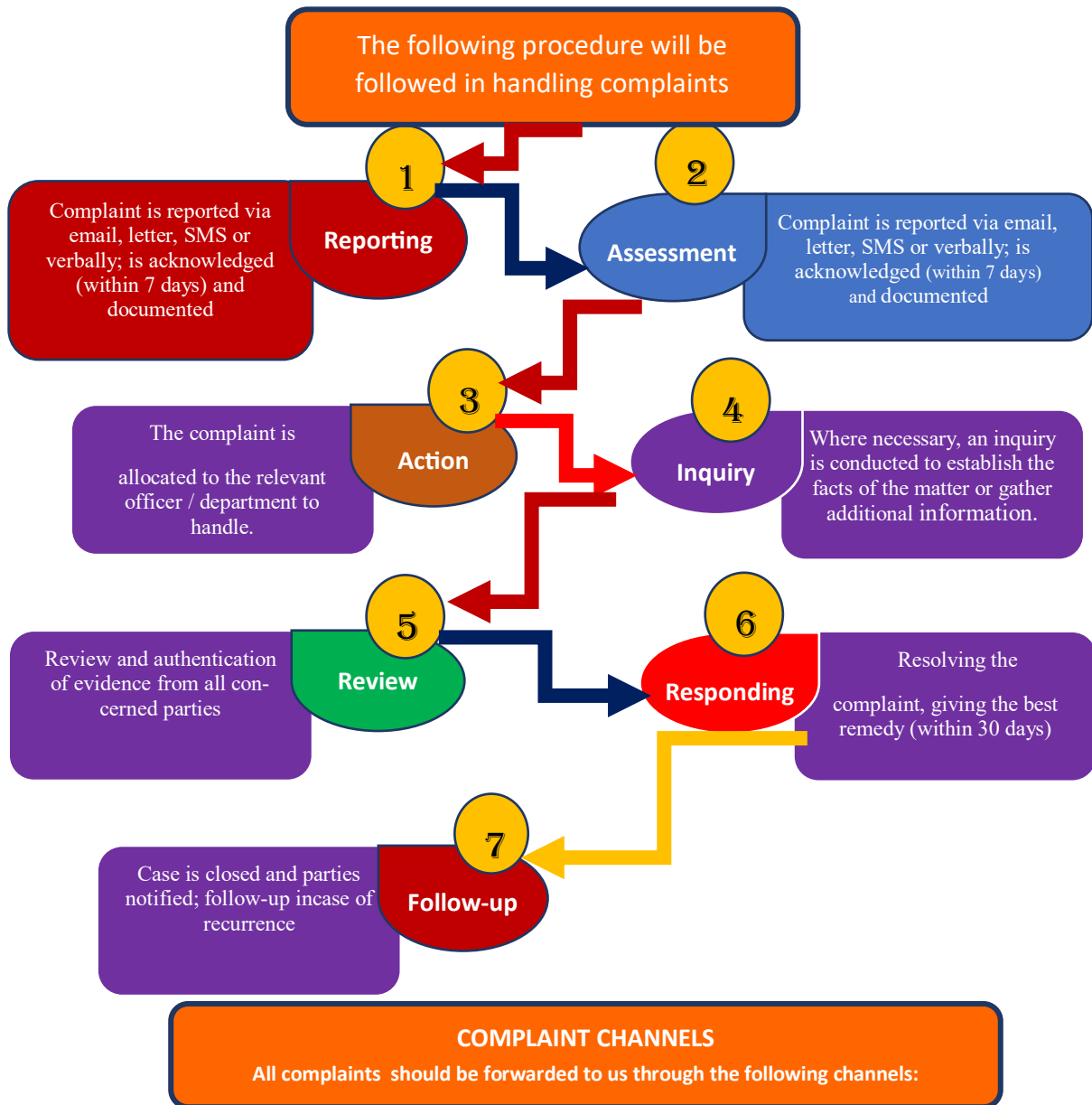
How to Complain

Where our services do not meet the standards that we have set, you may forward your complaint to us through the following channels:

- Verbally; one may channel the complaints via the class-rep (for students), complaints committee or the suggestion box.
- You may forward your complaint by email to complaints@kasaranitechnical.ac.ke
- You may write a letter directly to the complains committee
- Every effort will be made to treat your complaint with utmost confidentiality.

Complaint Handling

1. We will acknowledge complaints and enquiries within seven (7) days of receipt.
2. We will acknowledge receipt of other disputes and complaints received through email, letter and related communication within seven (7) days.
3. We will make our decision known on matters brought before the Committee within 30 working days following the conclusion of investigations.



Letters:

The Principal,
Kasarani Technical and vocational college,
P.O. Box 51898, 00200.
NAIROBI.

The Secretary

Commission on Administrative Justice
2nd floor, West End Towers, Waiyaki Way

Email:

complaints@kasaranitechnical.ac.ke

Social Media:

Kasarani Technical & Vocational College
 @kasaranicollege

Commission of Administrative Justice (Office of the Ombudsman)

P.O Box 20414-00200
Tel: +254 (0)20 240 337/0722 970 604
Nairobi, Kenya

Email:

info@ombudsman.go.ke
complain@ombudsman.go.ke