





# The Catholic University of Eastern Africa

<b>TITLE</b>	<b>AUTHOR</b>
<b>PROCEDURE FOR HANDLING OF CUSTOMER COMPLAINTS (CUEA VC/MR/08)</b>	<b>MANAGEMENT REPRESENTATIVE</b>
	NO. OF APPENDICES:
	<b>4(FOUR) (A - D)</b>
<b>AUTHORIZATION</b>	
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<b>TITLE</b>	<b>VICE-CHANCELLOR</b>
SIGNATURE	
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<b>NOTE:</b>	
<ol style="list-style-type: none"> <li>1. Write amendments on the page provided (Clause 0.2)</li> <li>2. Controlled copies of this document will be available on CUEA website</li> </ol>	

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**0.2 Record of Changes**

<b>No.</b>	<b>Date</b> <i>(dd-mm-yy)</i>	<b>Details of Changes</b> <i>Page Clause/subclause</i>	<b>Authorization</b> <i>Title</i>
<b>1.</b>	<b>27.08.2014</b>	<b>Pg 4, Clause 6.1.4.1 insertation</b>	<b>MR</b>
<b>2.</b>	<b>27.08.2014</b>	<b>Pg 7 Appendix, insertations</b>	<b>MR</b>

**0.3 Distribution / Circulation**

This Quality Management Procedure is available on CUEA servers for authorized users


**1.0 PURPOSE**

The purpose of this procedure is to outline the steps to be followed by CUEA staff when handling Customer complaints and feedback to ensure the efficient and effective delivery of services.

**2.0 SCOPE**

This procedure covers complaints and feedback from customers on CUEA products and services and shall apply to both internal and external customers of the entire CUEA organization.

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### 3.0 TERMS AND DEFINITIONS

#### 3.1 Definitions of Terms Used:

For the purpose of this procedure the following terms shall apply in addition to those already defined in the CUEA Quality Management Manual.

- 3.1.1 Customer Feedback:** Comments (communication) from customers regarding features, characteristics and performance of CUEA products and services that do not require response or resolution of a problem.
- 3.1.2 Customer Complaint:** Any expressed dissatisfaction may it be oral or written directed to CUEA or through other means including electronic or press media.
- 3.1.3 Customer Satisfaction:** Customer's perception of the degree to which the customer requirements (expectations that are stated) have been fulfilled.

#### 3.2 Abbreviations and Acronyms:

CUEA – The Catholic University of Eastern Africa  
VC – Vice Chancellor  
MR - Management Representative  
HOF - Head of Function  
CCM – Corporate Communications Manager  
CMR - Campus Management Representative

### 4.0 REFERENCES


This procedure makes reference to the following documents which form part of the QMS documentation:

- 4.1 CUEA-QMM, Section 4 (Sub-clause 8.2.1)**
- 4.2 ISO 9000:2005, Quality Management systems –Fundamentals and vocabulary**
- 4.3 ISO 9001:2008, Quality Management systems –Requirements**
- 4.4 CUEA/ VC/MR/07 Management Review (Sub-Clause 6.1.2 and 6.5.1)**
- 4.5 CUEA/ VC/MR/05 Corrective and Preventive Action (Sub-Clause 6.1.1)**

### 5.0 PRINCIPAL RESPONSIBILITIES

- 5.1** The MR shall have the overall responsibility for ensuring that this procedure remains adequate for its intended purpose.
- 5.2** The HOF of the relevant department is responsible for the application of this procedure. The CCM will also be responsible for dealing with cross cutting issues in addition to communicating with the customer in relation to the customer.

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- 5.3 The CCM is responsible for ensuring records of complaints are kept and data on complaints is analyzed and reports written and submitted to the MR.
- 5.4 The MR is responsible for presenting complaints reports and customer feedback at the management review meetings.
- 5.4 MR shall be responsible for availing the relevant working forms to the process owners/ HOFs who will analyze the complaints and forward the report together with filled forms to the CCM.

## 6.0 METHODS

### 6.1 Handling of Complaints

- 6.1.1 Complaints may be presented in verbal or written form such as: face to face interaction, telephone calls, letters, e- mails, fax, and on line suggestion box.
- 6.1.2 Complaints shall be received by any member of staff, who will fill in the CUEA VC/MR/08 fm 01 CUEA Customer Complaints Form (see Appendix A) and forward to MR within twenty four (24) hours.
- 6.1.3 On receipt of CUEA Customer Complaint Form CUEA/VC/MR/08 fm 01, the form shall be recorded in MR Customer Complaints Log CUEA/VC/MR/08 L01(see Appendix B).
- 6.1.4 The MR shall then analyze the nature of the complaint:
  - 6.1.4.1 If the complaint requires action and corrective action, and depending on the nature of the complaint, it shall be forwarded to the relevant HOF within two (2) working days for action.
  - 6.1.4.2 If the complaint does not require action it shall be duly noted and the Complaint form shall be forwarded to the CCM.
- 6.1.5 On receipt of Complaint Form CUEA/VC/MR 08/fm 01 from the MR the HOF shall take the necessary remedial action (correction and corrective action),record them on the form and duly sign it before forwarding it to the CCM within three (3) working days.
- 6.1.6 The duly signed complaint form is received by the CCM. The CCM shall record the details of the Complaint in CUEA Complaint Register CUEA/VC/MR 08/ R 01 (see Appendix C).

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- 6.1.7 Where necessary the CCM shall make a follow up with the customer on their satisfaction of the remedial action taken.
- 6.1.8 The CCM shall then sign the Customer Complaint Form and forward it to the MR who shall close the complaint.
- 6.1.9 The CCM shall analyze the Complaints Register, prepare a report and submit it to the MR every three (3) months or whenever a brief is requested by the MR.
- 6.1.10 The MR shall present the Customer Complaint Report to the VC and Management Review Meeting.
- NB: (1) The CMRs of CUEA campuses shall play the role of the MR within the Campus and forward the quarterly reports to the MR who will in turn forward to VC. Where CMR has not been appointed the Executive Director will perform this function.
- (2) The Representative of the CCM at the Campuses shall play the role of the CCM.

## 7.0 APPENDICES

- 7.1 Appendix A: CUEA Customer Complaints Form: CUEA/VC/MR 08/fm 01
- 7.2 Appendix B: MR Customer Complaints Log: CUEA VC/MR 08/L 01.
- 7.3 Appendix C: CUEA Customer Complaint Register: CUEA VC/MR 08/R 01.
- 7.4 Appendix D: Service Feedback Form CUEA VC/MR 08/ fm 02

There is no flowchart for this procedure.

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**Appendix A**



**THE CATHOLIC UNIVERSITY OF EASTERN AFRICA**  
**A.M.E.C.E.A.**

**Office of the Management Representative**  
**CUEA CUSTOMER COMPLAINT FORM**

**Section A: CUSTOMER DETAILS**

Date: .....

Customer's Name:

Organization / Department:  Reg. No:

Address:

Telephone (Office) :  Mobile:

Emails:

**Section B: \*COMPLAINT DETAILS**

**Action Taken:**

Received by:

Department :  Date:  Signature:

**Section C: RECEIVED BY MR**

Forwarded to HOF for Remedial Action:

Yes  Head of Function:

No  Reason:

Signature:  Date:

**Section D: DEPARTMENT (to be filled by HOF)**

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Department:

Target Date of Completion:

HOD's Signature:  Date:

**Section E: CORRECTION TAKEN (to be filled by HOD)**

**Section F: \*CORRECTIVE ACTION TAKEN (to be filled by HOD)**

HOD's Signature:  Date:

**Section G: \*FOLLOW UP BY CCM**

Signature:  Date:

**Section H: \*COMPLAINT SIGNED OFF BY MR**

Signature:  Date:


- NB:
1. On completion of Section A and B, kindly forward to the MR Office
  2. All sections with an asterix (\*) **must be** completed
  3. Form to be submitted to the MR's Office within 24 hours of complaint receipt.
  4. Kindly attach any documentation related to the complaint if available.

**ISSUE 02**

**ISSUED BY MR**

**CUEA/VC/MR/08/fm 01**

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**Appendix B**

**MR CUEA COMPLAINT LOG**

Month: ..... Year .....

Date	Complaint No.	Name	Telephone	Nature of Complaint	Responsible Function	Date forwarded to HOF	Date received back CCM	Comments

CUEA/VC/MR 08/L 01

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### Appendix C

#### CUEA COMPLAINTS REGISTER

Date	Complaint Number	Name & Telephone	Nature Of Complaint	Function Responsible	Completion Date	Date Communicated to Complainant	Follow Up Date	Date forwarded to MR	Comments

CUEA VC/MR 08/R 01

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## Appendix D TEMPLATE FOR SERVICE FEEDBACK



### THE CATHOLIC UNIVERSITY OF EASTERN AFRICA A.M.E.C.E.A.

(Relevant Department)

### SERVICE FEEDBACK FORM

As part of our commitment to improving the services we offer, we would appreciate if you complete this questionnaire. Please do not hold back feedback!

**1. What type of service did you seek from CUEA on this occasion?**

- |                |     |
|----------------|-----|
| (a) Enquiries  | [ ] |
| (b) Admissions | [ ] |
| (c)            | [ ] |
| (d)            | [ ] |
| (e)            | [ ] |
| (f)            | [ ] |

} As per services offered  
by relevant department

Other (Please specify): \_\_\_\_\_

**2. Please rate the following aspects in regard to the services you have received?**

Aspect	Excellent	Above Average	Below Average	Poor	Very Poor
(a) Response time	[ ]	[ ]	[ ]	[ ]	[ ]
(b) Level of service offered	[ ]	[ ]	[ ]	[ ]	[ ]
(c)	[ ]	[ ]	[ ]	[ ]	[ ]
(d)	[ ]	[ ]	[ ]	[ ]	[ ]
(e)	[ ]	[ ]	[ ]	[ ]	[ ]
(f) General customer care	[ ]	[ ]	[ ]	[ ]	[ ]

**3. Comments / Compliments / Complaints / Suggestions?**

-----  
 -----  
 -----  
 -----

**4. Customers Details (Optional)**

Name _____	Registration No _____
Address _____	Postal Code _____
Telephone _____	Email _____

**KINDLY DROP THIS FORM IN A CUEA SUGGESTION BOX. THANK YOU FOR TAKING YOUR  
TIME TO GIVE US THE INVALUABLE FEEDBACK**

CUEA/VC/MR 03/fm 02



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA, (CUEA) P.O. BOX 62157, 00200 Nairobi – KENYA  
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 Founded in 1984 by AMECEA (Association of the Member Episcopal Conference in Eastern Africa)

NB: This Service Feedback Form is a template and should be adopted / customized to suit the relevant function

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