



THE CO-OPERATIVE UNIVERSITY OF KENYA

COMPLAINTS MANAGEMENT AND ACCESS TO INFORMATION INFRASTRUCTURE

FINANCIAL YEAR 2020/2021

NO		INDICATORS	DETAILS OF IMPLEMENTATION
PART A: MANAGEMENT INFRASTRUCTURE			
A1	The Co-operative University of Kenya Main Campus, Ushirika Road, Karen P.O Box 24814 – 00502, Karen Nairobi	The Co-operative University of Kenya Nairobi CBD Campus, Ufundi Co-op Plaza 6 th floor P.O Box 102314 – 00101, Nairobi	All Campuses included
A2	MAIN CAMPUS Chris Kathoka Registrar; Finance, Planning and Administration ckathoka@cuk.ac.ke	NAIROBI CAMPUS Moses Gweyi Director Nairobi Campus mgweyi@cuk.ac.ke	All Campuses Included
THE INFORMATION ACCESS OFFICERS			
	Victor James Njogu Main Campus, Karen Public Relations Officer	Elizabeth Kache Nairobi CBD Campus Administrative Assistant	All Campuses included



CUK is ISO 9001:2015 Certified

	+254 724 823 595 jnjogu@cuk.ac.ke	+254 721 343 812 engumbao@cuk.ac.ke	
A3	COMMUNICATION CHANNELS		
	MAIN CAMPUS <i>e-mail:</i> complaints@cuk.ac.ke Tel: +254 724 311 606	NAIROBI CBD CAMPUS <i>e-mail:</i> complaints@cuk.ac.ke Tel: +254 724 311 606	All Campuses included
	<p>Official email addresses for the university: enquiries@cuk.ac.ke / vc@cuk.ac.ke University Website: www.cuk.ac.ke Link to access to information and complaint information: https://www.cuk.ac.ke/public-information-page/ Email Address of Accounting Officer: vc@cuk.ac.ke / kngamau@cuk.ac.ke</p>		
PART C: POLICY AND PROCEDURES			
C3	Complaints handling committee members – appointment letters & minutes of meetings held		Shared in Quarter One Report
	Notification letter of the access to information officer(s)		Shared in Quarter One Report

Revision History

1st Issue: 13th September 2017

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1st Revision: 23rd August 2018

2nd Revision: 11th October 2019

PROF KAMAU NGAMAU
VICE CHANCELLOR



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