



THE CO-OPERATIVE UNIVERSITY OF KENYA

COMPLAINTS MANAGEMENT, AND ACCESS TO INFORMATION INFRASTRUCTURE

No.	INDICATORS				Details of implementation
PART A : MANAGEMENT INFRASTRUCTURE					
A1	The Co-operative University of Kenya Main Campus, Ushirika Rd, Karen P. O. Box 24814-00502, Karen	The Co-operative University of Kenya Nairobi Campus, Ufundi Co-op Plaza, 6 th floor P. O. Box 102 314- 00101, Nairobi	The Co-operative University of Kenya Meru Campus, Jedi -Ushirika Plaza, Meru- Maua Rd. P. O. Box 1957-60200, Meru	The Co-operative University of Kenya Mombasa Campus, Jubilee Arcade, 2 nd floor; Moi Avenue P. O. Box 84027-80100, Mombasa	All campuses included
A2	MAIN CAMPUS Chris Kathoka Registrar; Finance, Planning & Administration ckathoka@cuk.ac.ke	NAIROBI CAMPUS Dr. Moses Gweyi Director, Nairobi campus mgweyi@cuk.ac.ke	MERU CAMPUS Njeru Ndwiga The Director , Meru Campus pndwiga@cuk.ac.ke +254718 860 999	MOMBASA CAMPUS Dr. Emma Anyika The Director , Mombasa Campus eanyika@cuk.ac.ke	All campuses included



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	THE INFORMATION ACCESS OFFICERS				
	Mwongela Mikwa, MPRSK Main campus, Karen Public Relations Officer +254 722 391 738 fmwongela@cuk.ac.ke	Ms. Elizabeth Kache Nairobi campus, CBD Administrative assistant +254721343812 Engumbao@cuk.ac.ke	Ezekiel Kimani Meru Campus Campus Administrator +254722539766 ekimani@cuk.ac.ke	Ms. Loyce Njira Mombasa campus campus administrator +254723518595 lnjira@cuk.ac.ke	
A3	COMMUNICATION CHANNELS				
	Main Campus <i>e-mail:</i> complaints@cuk.ac.ke Tel: +254 724 311 606	Nairobi Campus <i>e-mail:</i> complaints@cuk.ac.ke Tel: +254 724 311 606	Meru Campus <i>e-mail:</i> complaints@cuk.ac.ke Tel: +254 724 311 606	Mombasa Campus <i>e-mail:</i> complaints@cuk.ac.ke Tel: +254 724 311 606	All campuses included : communication centralized
	Official Email Address Of The University : enquiries@cuk.ac.ke / vc@cuk.ac.ke Website For The University: www.cuk.ac.ke University's Website: www.cuk.ac.ke / https://www.cuk.ac.ke/public-information-page/ Email Address Of The Accounting Officer : vc@cuk.ac.ke / kngamau@cuk.ac.ke				Main campus
PART B : SERVICE STANDARDS MEASURES					
B1	GRIEVANCES REDRESS MECHANISM				
	Main Campus Find Appendix	Nairobi Campus Find Appendix	Meru Campus Find Appendix	Mombasa Campus Find Appendix	All campuses included
B2	Complaints Register Access To Information Register				All campuses included



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	PART C: POLICY AND PROCEDURES	
C1	University's Complaints Handling Policy & Procedures	As it is in the work plan, see appendix
C2	University's Access To Information Procedures	As it is in the work plan, see appendix

Revision history

1st Issue: 13th September, 2017

Approved: On 13th September, 2017

1ST Revision: 23rd August, 2018

SIGNED

Prof. Kamau Ngamau
Vice Chancellor



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