



*University of Choice*

## MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY

### UNIVERSITY PUBLIC COMPLAINTS OFFICE "OFFICE OF THE UNIVERSITY OMBUDSMAN"

#### INTRODUCTION

The University Public Complaints Office is available to all students, staff of the University and members of the public who have a concern or complaint. Article 46 of the constitution of Kenya states that "Consumers have a right to goods and services of reasonable quality. Every person has the right to quality services including those from the Government." Article 47 states that **"Every person has the right to administration action that is expeditious, efficient, lawful, reasonable and procedurally fair"**.

#### WHAT IS A COMPLAINT?

A complaint is any type of grievance, problem or concern about the University, or any services offered by the University or its staff.

#### WHO CAN MAKE A COMPLAINT?

Any student or staff or member of the public may make an informal/formal complaint at any time within 12 months from the date of the event leading to the complaint. A complaint can be made face to face, by e-mail or in writing. A formal complaint must be lodged in writing (letter or e-mail).

#### ANONYMOUS COMPLAINTS

The University does not generally respond to anonymous complaints unless they involve allegations of a serious nature, such as corruption or criminal behaviour. Where appropriate, the delegated University Officer may decide that an investigation is warranted.

#### LOCATION AND CONTACTS

Opposite the main library building, new Administration Block, Ground Floor, Room ABA 006A. The office is headed by University Ombudsman, the Ombudsman may refer formal complaints to Independent Complaints (ICC) or Ombudsman is not a member of ICC because of neutrality and impartiality reasons. Any student or staff member or any stakeholder who visits any office and is not served courteously and to satisfaction by a responsible University Officer within the timelines indicated in the service charter is entitled to make a formal complaint to the office and/or the Commission for Administrative Justice via **[complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)**

**Telephone**  
0721232432 | 0726510851

**Email:** [ombudsman@mmust.ac.ke](mailto:ombudsman@mmust.ac.ke)  
[Dvc\\_af@mmust.ac.ke](mailto:Dvc_af@mmust.ac.ke) | [vc@mmust@mmust.ac.ke](mailto:vc@mmust@mmust.ac.ke)



**MMUST IS ISO CERTIFIED**  
It is your right to demand for efficient services

