



MINISTRY OF EDUCATION
STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL
TRAINING
CHUKA TECHNICAL AND VOCATIONAL COLLEGE
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INTERNAL MEMO/EXTERNAL MEMO

FROM RESOLUTION OF PUBLIC COMPLAINTS CHAIRPERSON

TO ALL STAFF/ALL STUDENTS AND THE GENERAL PUBLIC

DATE 28/12/2023

SUBJECT: COMPLAINTS HANDLING FRAMEWORK.

I hereby remind you that the college under the resolution of public complaints committee has put in place the following mechanisms for resolution of complaints.

- A. Suggestion boxes at the following service delivery points.
 - a} Administration block
 - b} Mess
 - c} Library.
- B. Direct complaints at the various service points.

Once complaints are received via the various channels they are forwarded to the relevant offices for resolution. Our service charter stipulates how long a complaint should take before it is solved.

Anyone who feels that like his/her complaints are not appropriately handled can forward the same to: complain@ombudsman.go.ke

Regards

Lydiah Nyaboke
Resolution of public complaints chairperson.

