



**UNIVERSITY OF NAIROBI
COLLEGE OF HUMANITIES AND SOCIAL SCIENCES
SCHOOL OF BUSINESS –KISUMU CAMPUS**

CLIENTS SERVICE CHARTER

In our service delivery we pledge that:

- Students admitted to the School of Business –Kisumu Campus shall receive admission letters three weeks prior to reporting date.
- Upon registration, a student shall be issued with clear guidelines on the School’s programs, examination rules, fee structure, student information handbook, students’ support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheets shall be finalized and forwarded to examination office within one month following end of examinations.
- Post graduate supervisors for masters or Doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis
- The library shall be open from 8:00 am to 8:00pm on week days and 8:00 am to 5:00 pm on Saturdays and 9.00am to 3.00 pm on Sunday.
- Queries from library users shall be responded to within a day.

- Campus clinic shall be opened from 8:00am to 8:00pm daily
- The School shall maintain a healthy, safe and pleasant environment.
- The School is illicit drugs free and no smoking zone.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The School shall not condone impropriety.
- The School is a **CORRUPTION FREE** zone.
- Clearance of students shall be finalized within **ONE** day.

FEEDBACK

- Complaints, compliments and suggestions should be forwarded to Examination officer/Coordinator school of Business Kisumu Campus office.
- Feedback may be channeled via telephone, letters, E-mails or suggestion box
- Confidentiality and privacy shall be respected in handling complaints and suggestions.
- All feedback shall be addressed promptly as may be required or by the nature of the complaints.

APPROVED FOR USE: _____ **DATE** _____

NAME: ALEX JALEHA

COORDINATOR, SOB, KISUMU CAMPUS