



UF NEWS

COMPLAINTS HANDLING IN THE UNIVERSITIES FUND: INTERNAL COMPLAINTS



The Universities Fund is committed to addressing the needs of both its internal and external stakeholders. Internal stakeholders consist of all members of staff including interns and attachés.

A successful organisation is able to effectively address issues raised by its internal stakeholders.

VALUES AND PRINCIPLES THAT GUIDE COMPLAINTS HANDLING IN THE UF

- Fairness
- Accessibility
- Responsiveness/flexibility
- Effectiveness
- Efficiency
- Customer focused
- Confidentiality
- Accountability
- Transparency
- Continuous improvement
- Simplicity

COMPLAINTS CAN BE LODGED THROUGH THE FOLLOWING MODES:

- In-person (persons with disability will be assisted to lodge the complaints)
- Complaints on behalf of persons unable to lodge complaints.
- Online via email, website, web posting
- Telephone
- In writing
- Text messages
- Social media



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ANONYMOUS REPORTING

Internal stakeholders are encouraged to relay their complaints via the suggestion boxes placed at the front office, website or approach any members of the Complaints Handling Committee. Your identity shall be protected at all times and we shall ensure that you are not victimised for reporting complaints.

However, staff are discouraged from malicious reporting so that the complaints handling process is not compromised.

TERMS OF REFERENCE OF THE CHC

- Advise management on complaints handling,
- Receive, process and oversee the resolution of complaints,
- Monitor the trends of complaints and recommend remedial action,
- Prepare regular reports to management on complaints handling,
- Coordinate complaints handling activities in the organisation,
- Ensure the integration of complaints handling in the organisation,

TERMS OF REFERENCE OF THE CHC CONT'

- Ensure compliance with the guidelines of the CAJ on the resolution of public complaints, as may be issued from time to time,
- Monitor, evaluate and review complaints handling activities in the organisation,
- Where appropriate, refer complaints to the appropriate authorities including the CAJ.



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RECORDING OF INTERNAL COMPLAINTS

All Heads of Departments shall record complaints that are directly reported to them and submit to the Secretary of CHC on a monthly basis (5th of every month). In case complaints cannot be resolved by the Department, they shall be escalated to the CHC for further action.

VICTIMISATION OF COMPLAINANTS

Victimisation and harassment of complainants shall not be tolerated. This can be treated as a disciplinary offence or legal breach.



NB//: COMPLAINTS CAN BE DIRECTLY LODGED TO THE COMMISSION OF ADMINISTRATIVE JUSTICE