

Department of Fashion Design and Marketing

SERVICE DELIVERY CHARTER

Email: chairman-fashion@ku.ac.ke Tel/Ext: 4122

SERVICE PROVIDED	CUSTOMER REQUIREMENTS	CHARGES/ COST (Kshs.)	TIME
Response to phone calls (landline and any other official line)	Phone call	Free	15 seconds
Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
Response to correspondence	Written correspondence (letters)	Free	5 working days
	Email and social media (Twitter, Facebook & YouTube)	Free	1 working day
Response to public complaints and grievances	Make a complaint	Free	1 working day
Resolution of complaints	Make a verbal or written complaint	Free	14 working days
Curriculum Delivery	Unit registration	Free	As per teaching timetable
Access to information	Formal request	Free	Within 7 working days
Unit Registration	Student Unit Registration Form	Free	1 Month
Teaching	Course Outline	Free	1 st Week of Teaching
	Class Attendance	Free	Per Semester
Processing of CATs and Assignments	CATs/Assignments/Tasks	Free	2 Weeks
Examinations Results queries	- Missing unit Marks Form - Print out of exam results	Free	2 Weeks
Processing of Postgraduate proposal	Post graduate seminar	Free	After two months
Academic advisory	Academic advisory	Free	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

Dr. Jacqueline Kisato
Tel: 4122

Email: kisato.jacqueline@ku.ac.ke

The Vice-Chancellor
Kenya University
P.O Box 43844-00100
Nairobi
Tel. +254 20 8703858
Mobile +254 710890005
Email complaints@ku.ac.ke
director-complaints@ku.ac.ke

HUDUMA BORA NI HAKI YAKO