

## **Complaints Lodging Form**

Ref. no
1. Complainant's Details (all information given is voluntary) Name (Dr / Mr / Mrs / Ms)
ID Number
Postal address
Mobile
Email
County
Age
<ul> <li>How did you get to know about the institution's complaints mechanism?</li> <li>Newspaper TV/Radio Referral by friend</li> </ul>
Other (please specify)
3. Which public institution or public officer are you complaining about? Ministry/department/agency:
<ul> <li>4. Have you reported this matter to any other public institution/ public official?</li> <li>Yes No</li> </ul>
5. If yes, which one?

6. Has this matter been the subject of court proceedings?

Yes

No

7. Please give a brief summary of your complaint and attach all supporting documents [Note to indicate all the particulars of **what happened**, **where it** happened, **when it** happened and by **whom**]

8. What action would you want to be taken?

Signature \_\_\_\_\_

Date \_\_\_\_\_

## Thank you for taking the time to provide feedback about our services.

Your Privacy is important to Mama Ngina University College. Any complaint that you provide will be confidential and your privacy will be maintained. The Institution will collect and retain any information that you provide as part of a compliment or complaint, including personal information such as your name and contact details. The information you provide will be used to specifically address any concerns that you have raised and to assist the Institution to improve its services. Any personal information retained by the Institution will be securely stored and access to it limited to ensure your privacy. You may access your personal information by contacting the Institution.