



## PUBLIC COMPLAINTS FORM

Any person who wishes to present a complaint to the University regarding its services or staff is strongly advised to fill in this form in addition to forwarding any complaint letter/document (s).

Complete this form in full and send its original copy to either

1. **Chair Access to Information and Public Complaints Committee- DVC, AFP Office**
2. **Secretariat to Access to Information and Public Complaints Committee- Directorate of Planning and Performance Management Office**
3. **Directly post to the above address**
4. **Email to [complaints@laikipia.ac.ke](mailto:complaints@laikipia.ac.ke) or [pr@laikipia.ac.ke](mailto:pr@laikipia.ac.ke)**

Information provided on this form is confidential and will only be used by the University in an authorized manner. The University may pass on the details of your complaints to other government agencies who will investigate/deal with public complaints.

### 1. Complainant(s) Details

Full Names or Student Registration Number

.....

Address P.O. Box

.....Postcode.....

.....

City/Town:.....

.....

Department:.....

.....

Telephone.....

Mobile

.....

---

**Vision** : A University for Valued Transformation of Society

**Mission:** To serve students and society through research, education, scholarship, training, innovation, outreach and consultancy

Laikipia University is ISO 9001:2015 and ISO/IEC 27001:2013 Certified



Email .....

2. **Type of complaint** (Please tick the box that best describes your complaint)

- Corruption
- Lack of Services
- Unethical Conduct
- Mal-Administration
- Inefficiency or Ineptitude
- Unfair Decision
- Misuse of Office/Abuse of Power
- Breach of Integrity
- Delay
- Misbehaviour
- Misconduct
- Inattention
- Incompetence
- Injustice
- Discourtesy
- Other (Specify).....

3. **Nature/Facts of the Complaint** (Briefly narrate the complaint)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

---

**Vision :** A University for Valued Transformation of Society  
**Mission:** To serve students and society through research, education, scholarship, training, innovation, outreach and consultancy

Laikipia University is ISO 9001:2015 and ISO/IEC 27001:2013 Certified



.....  
.....  
4. Have you reported this complaint to any other University Department?

Yes

No

If yes, what is the name of the Department?

---

**Vision :** *A University for Valued Transformation of Society*

**Mission:** *To serve students and society through research, education, scholarship, training, innovation, outreach and consultancy*

Laikipia University is ISO 9001:2015 and ISO/IEC 27001:2013 Certified

