

SWA Sensitization Workshop on Complaint Handling Resolution

UON staff members from SWA - Student Welfare Authority have been trained on how to handle complaints. This was during a one day sensitization workshop held at the Central Catering Unit; CCU among the trainers was Dean of Students Fr. Dominic Wamugunda.

Speaking during the workshop the Vice-Chancellor Prof. Peter Mbithi, noted that members of staff need to put more effort as they handle and solve complaints from student. He also urged them to use work plans as they discharge their duties.

He expressed the need to have a complaints handling and management infrastructure. In the recent past, the University undertook to capture and resolve, internal and external complaints, submit complaints on a quarterly basis and in a prescribed format to the Commission for Administrative Justice, CAJ, implement complaints handling procedures and conduct capacity building for staff involved with complaints handling mechanism.

The Vice-Chancellor urged the members to become more creative and innovative in solving everyday challenges. He also emphasized on the value of teamwork as a way of delivering services to all.

On his part, SWA Director, Dr. Jackson Maalu, acknowledged on the need for the staff members to be show commitment and teamwork to work

The trainers during the complaints handling mechanism workshop were; Father Dr. Dominic Wamugunda, Dean of Students, Mr. Simeon Odera, Chief Halls Officer, Mr. Collins Omondi , Chief Legal Officer and Mrs. Roseline Shihemi from the Performance Secretariat.