

SWA staff urged to embrace teamwork in complaints resolution

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University of Nairobi staff members working at the Students Welfare Authority, SWA, have been urged to embrace teamwork as they discharge their mandate and their complaints handling efforts.

Speaking during the one day sensitization workshop held at the Central Catering Unit, CCU, Prof. Peter Mbithi, the Vice-Chancellor, urged staff members to put in more effort as they solve student complaints amicably and embrace the use of work plans as they discharge their duties.

“I urge you to embrace servant leadership. I as well, urge you to capture and resolve internal and external complaints,” said the Vice-Chancellor. 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.

In his concluding remarks, the Vice-Chancellor expressed the need for staff members to be creative and innovative in solving everyday challenges. He urged the staff members from SWA to embrace teamwork in their service delivery endeavours.

SWA Director, Dr. Jackson Maalu, reiterated the need for the staff members to embrace teamwork and total commitment to work.

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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.

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