

PROCEDURE FOR ENQUIRIES, COMPLAINTS, AND GUEST RELATIONS

Step	Procedure Activity	Who	Duration	Record
1	Enquiries/Voluntary visit	Customer Care	Fifteen (15) minutes	Quarterly reports
2	Enquiries/call	Customer Care	Ten (10) minutes	Quarterly reports
3	Calling/ Answering telephone calls	Customer Care	First three (3) rings	Quarterly reports
4	Visiting/guest relations	Reception/customer care	Five minutes upon arrival	Reports
5	Correspondence/response to correspondence	All employees	Within one (1) week of receipt	-
6	Offices open to students and public	All employees	All offices open 8.00 am to 5.00 pm	-
7	Complaints on service delivery	Public Relations Office	Fourteen (14) days after complaints receipt	Quarterly reports generated