



THE CO-OPERATIVE UNIVERSITY OF KENYA
COMPLAINTS HANDLING INFRASTRUCTURE

Indicators				Details of Implementation
1	Main campus, Karen; Ushirika road Administrations block A RM. NO. H18	Nairobi campus Ufundi co-op plaza, 6 th and 7 th floor	Meru campus Jedi- Ushirika plaza, OPP. Hotel Westwind Meru- Maua Rd	Mombasa campus Jubilee Arcade, Moi Avenue MOMBASA
2	1. Registrar Finance and Planning, 0724311606, enquiries@cuk.ac.ke Ag. Registrar Finance and Planning 2. Chris Kathoka 0722914384 , ckathoka@cuk.ac.ke , Registrar Finance and Planning 3. Francis Mwongela, 0722391738, fmwongela@cuk.ac.ke , Public Relations Office			Nairobi Campus- Mrs Monica Nderitu 0722451454 Meru Campus, Mss Edna Musyoki 0724699790 Mombasa Campus, Dr. Emma Anyika 0722930 280
3	Communication channels: complaints@cuk.ac.ke			complaints@cuk.ac.ke
	Dedicated telephone line(s)			Nairobi Campus, 0722451454 Meru Campus, 0724699790

Ref: CUK/PRO/FORM/01

	0724 311 606	Mombasa Campus, 0722 930 280
	E-mail addresses of the institution: vc@cuck.ac.ke	
	Institution's website: www.cuk.ac.ke	
	E-mail address of the Accounting officer: fmwongela@cuk.ac.ke	
4	Institution's resolved service delivery charter (Submit separately)	ATTACHED
5	Institution's complaints handling procedures(Submit separately)	ATTACHED
6	Complaints Register (Submit Cover– attach separately)	Provided for all regional offices

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Approved by Management on
Monday 13th October 2014

Prof. D. Shitanda
PRINCIPAL

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