



TURKANA UNIVERSITY COLLEGE  
**PUBLIC COMPLAINTS RESOLUTION**

TUC

Customer Complaint Form

Ref: Tuc/pcrc/21

This form is meant to help you present a formal complaint as described below. I have read the University's **Procedure for Handling Customer Complaints**, and I confirm that I have already tried to resolve the matter informally.

(Please type below and the boxes will expand)

**1. Full Name**

**2. Student Reg. No. / Staff PF No. / Others ID. No.**

Steps 3 to 4 are applicable to students only

**3. Course**

**4. Year of study**

**5. Contact(s):**

Telephone:

Email:

**6. Please set out the reason(s) why the complaint is being made and specify:**

- (i) who or what is being complained about;
- (ii) the events that took place in chronological order; and
- (iii) the consequences that you believe you have suffered as a result

**7. In an attempt to resolve my complaint informally I have already spoken to the following people:**

**8. Why do you remain dissatisfied with the response to your informal complaint?**

**9. Please list any evidence supporting your complaint, and attach copies of any relevant documents:**

- a.
- b.

c.

**10. To resolve my complaint, I would like the following to happen:**

**11. Date**

You can reach the University Public Complaints Resolution Committee:

**Email:** [publiccomplaints@tuc.ac.ke](mailto:publiccomplaints@tuc.ac.ke).

**Telephone No.:** 0792802802 or 0792800500

**Physical Address:**

Public Complaints Resolution Committee,  
Turkana University College  
P.O. Box 69-30500,  
LODWAR.