



KMTTC is ISO 9001:2015 Certified

Kenya Medical Training College



CUSTOMER FEEDBACK
POLICY

MAY 2019

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PREFACE

On behalf of the Kenya Medical Training College (KMTc) Board of Directors, I am delighted to approve this Policy for use by Management. The KMTc Board is determined to improve access to and equity of quality medical training and to ensure that the institution plays its role in the realization of Sustainable Development Goals (SDGs), Vision 2030, health sector policies and the government agenda on the “Big Four”. The Board continues to realize the set milestones which contribute to improving the quality and quantity of essential health care providers. Inadequate numbers of skilled care providers have had a negative impact on efforts to expand access and improve the quality of health services. This situation is compounded by continued high prevalence of communicable and non-communicable diseases in the country.

Towards this end, the KMTc Board of Directors under my leadership is determined to critically address the task of defining long-term strategies for addressing the constraints to training and development of quality health care providers through:

- i. Improved policy and corporate governance for enhancing accountability and decision making.
- ii. Enhanced access, quality, relevance and equity in medical training.
- iii. Prudent resource utilization and good infrastructural management.
- iv. Increased visibility of Kenya Medical Training College nationally and internationally as a premier institution focusing on training, research and consultancy.
- v. Improved resource base, partnership and linkages.

In response to the 2010 Constitutional agenda, the Board will continue to direct efforts at advancing community – oriented programs that respond positively to the country’s social and economic development agenda. This Policy therefore provides an analysis of the internal and external environment, and makes strong statement on the role KMTc will play in supporting the Government to realize sustainable growth in the health sector. The Board is dedicated to offer oversight on the operations and management of the College to ensure sustainable delivery of health coverage in the country and beyond. I believe successful implementation of this Policy will be realized through total commitment of the entire staff, students and other key stakeholders.



Prof. Philip Kaloki, MBS,

Chairperson, KMTc Board of Directors.

FOREWORD

Kenya Medical Training College (KMTc) is committed to a constant review of and improvements to the delivery of the College's services for all our customers. We value customer feedback to help us maintain and improve our services. This note sets out the College customer feedback Policy for compliments and complaints and how the Institution will learn from the feedback it receives.

Customer care is central to all the activities we undertake and as such our aim is to provide services to the College community and visitors that are accessible, flexible, welcoming and appropriate to customer's needs. It is vital that each and every one of us fosters an environment that makes our customers comfortable and satisfied with the service they have received. This Policy will set out modalities how we will achieve a customer-focussed environment in each of the services we offer.

All compliments and complaints will be recorded to help the College analyse feedback. Customers will be encouraged to provide feedback in person, in writing, by e-mail, by telephone or via the website. Customers will be advised of our response targets for responding to feedbacks. As College we shall endeavour to give customer feedbacks in accordance to our Service Charter.

This Policy will enable us to address customer needs and prevent the same problem from recurring in future. It shall certainly enable us to handle our customers better, improve relationships and enhance the public perception of the College. It will enable us to keep the user at the heart of the process while enabling us to better understand how to improve our services bearing in mind that day to day communication such as the image we project over the telephone, in letters and how we speak to our customers, is crucial to the way in which KMTc is perceived and will affect the value placed on our services by the College community and visitors.

Implementing this Policy will help ensure that we continue to meet the needs of our customers and support the delivery of our key strategic objectives.



Prof. Michael Kiptoo,

Chief Executive Officer.

VISION

A model institution in the training and development of competent health professionals

MISSION

To produce competent health professionals through training and research, and provide consultancy services

CORE VALUES

Accountability

Integrity

Responsiveness

Equity

Teamwork

Professionalism

Creativity and innovation

DEFINITION OF TERMS

Customer:	This is a person or individual that makes a direct payment to the College. Customers in KMTC can be classified as internal and external. The internal customers are KMTC students and employees. The external customers are parents, suppliers, prospective students, media, government and like-minded stakeholders.
Compliment:	Is a statement of good opinion. Where a customer believes the College has performed well and are satisfied with the service they received.
Complaint:	Is an expression of dissatisfaction about College's action, lack of action or standard of a service, whether justified or not and whether the action or service was taken or provided by the College itself or a person or body acting on behalf of the College.
The definition could include any one of the following situations for our customers: -	
<ul style="list-style-type: none">i. Delay in providing serviceii. Failure to provide a service, achieve the College's published service standards or fulfil statutory responsibilities.iii. Poor quality service or a mistake has been made.iv. Inappropriate service.v. A service removed or withdrawn.vi. Inappropriate cost charged for a service.vii. Employee's behaviour causing upset.viii. A policy unreasonably disadvantaging one or more members of the public.ix. Unfair or bias discrimination.	
Complainant:	Is a client/ stakeholder express dissatisfaction to a person or organization with a product or service offered or provided by the College or the conduct of a particular employee.
Complaints Handling Officer:	Refers to a Senior Officer of Kenya Medical Training College directly charged with the responsibility of ensuring that all complaints lodged by customers about the services and products of the College are dealt with in accordance with this Policy.
Complaints Handling Desk:	Refers to the office directly responsible for handling all complaints regarding the College.

1.0 INTRODUCTION

Kenya Medical Training College (KMTc) is committed to meeting the needs and expectations of all its customers and stakeholders as spelt out in its Customer Service Delivery Charter and Strategic Plan. To this end, it is the policy of KMTc to welcome complaints as a way of gauging the standards and quality of our products and services, and adjusting accordingly. This Policy is intended to ensure that complaints, comments and suggestions by our customers are taken seriously and dealt with accordingly.

This has been developed in accordance with ISO 9001:2015 Standards: Customer satisfaction-guidelines for complaints handling and the guidelines from the Commission for Administration of Justice.

1.1 Aim of the Policy

Kenya Medical Training College seeks to build and maintain its reputation as an institution delivering high quality education and other services. The College is also committed to maintaining its responsiveness to the needs and concerns of customers. The Policy is designed to provide guidance on the manner in which the College receives and handles complaints made against it and its employees. The objective of the Policy is to assist the institution and its employees in addressing complaints in an efficient, effective and professional manner that enhances customer satisfaction.

1.2 Scope of the Policy

The principles in this Policy apply to all Kenya Medical Training College staff in their dealings with all customers. It has been developed to support and expand the College's Customer Service Delivery Charter. It sets out principles the College has adopted for the management of feedback, compliments, suggestions or complaints - received in relation to the services provided and the experiences of the delivery of those services.

It describes the principles that are to be followed to mitigate the experience when our service delivery has not met expectations.

KMTc recognizes the importance of a well-managed complaints handling process as part of providing quality customer service. KMTc is accountable for its actions and decisions. Customers and other external parties have a right to complain about us and seek remedy for decisions that affect them.

2.0 GUIDING PRINCIPLES OF THE POLICY

Kenya Medical Training College is committed to effective and efficient customer feedback and complaints handling. Information concerning customer feedback and complaints handling process is made readily available to customers, complainants and other interested parties. In accordance with this, the following are the guiding principles to this Policy:

2.1 Rights of a Complainant

The College upholds the rights of all its customers as follows:

- a. Any member of the public, staff and student has a right to lodge a complaint.
- b. The College has a duty to inform members of the public that they have a right to lodge a complaint if they are not satisfied with any service.
- c. Any complaint lodged will be assessed and investigated in a timely manner.
- d. A complainant has a right to have their privacy maintained, if requested.
- e. Complainants will not be subjected to any form of prejudice or harassment in of the process of addressing their complaint.

2.2 Objectivity and Fairness

Kenya Medical Training College recognizes the need to be fair when dealing with complaints. KMTC shall address all complaints on merit, facts and provide appropriate remedies when complaints are lodged. The College will ensure our core values are reflected in all dealings with customers.

Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process.

2.3 Transparency and Accessibility

Our Complaints Handling Policy is readily available to all. Internally, it will be distributed to all staff via email and placed on the intranet where all staff can access it at any time. The Policy will become part of the induction package when a new staff member starts work at the College. Periodic reminders will be made and retraining conducted on the Policy. Externally, the Policy will be placed on the Kenya Medical Training College Website. Hard copies shall be made available upon request.

2.4 Accountability

All employees shall accept responsibility for effective complaints handling. The Complaints Handling Officer shall ensure that, where appropriate, issues raised in the complaints handling process are reflected in employee performance evaluation.

2.5 Responsiveness

Receipt of each complaint shall be acknowledged to the complainant immediately. Complaints shall be handled in an efficient and effective manner. Complainants shall be treated courteously and kept informed of the progress of handling their complaint throughout the complaint-handling process.

2.6 Professionalism

All information received from a complainant shall be treated with utmost objectivity. Kenya Medical Training College regards feedback as an important aspect in the process of communication. The highest standards of professionalism are expected from all our staff in the process of handling complaints.

2.7 Confidentiality

Kenya Medical Training College encourages complainants to make full disclosure and provide full contact information when lodging complaints. However, the College shall not disclose the identity of complainant(s), should they request that their details remain confidential at the time when the complaint is lodged.

2.8 Customer Focused Approach

All partners and employees of Kenya Medical Training College, including the members of the Board of Directors, the CEO and the College Executive Management committee, are committed to efficient and fair resolution of complaints. We actively seek feedback from our clients on a regular basis and acknowledge a client's right to complain.

2.9 Charges

There shall be no charge to the complainant for making a complaint.

3.0 ADMINISTRATION OF THE POLICY

The Policy shall be monitored and evaluated by an Ad hoc Committee referred to as the Complaints Handling Committee appointed by the CEO of Kenya Medical Training College. Complaints shall be addressed/reported through face to face, telephone (Hotline: 0742478789), official mail (info@kmtc.ac.ke) and social media platforms (Facebook: Kenya Medical Training College (KMTCOfficial) and Twitter: @Kmtc_official)

4.0 IMPLEMENTATION PROCESS OF THE POLICY

The College has established the following procedure for handling complaints:

4.1 Face to Face Report of Complaints

Clients of the College with complaints shall report them to the Complaints Handling Officer. The Officer, upon receipt of the complaints shall act as follows:

- i. Issue the complainant with a "Complaints" Form where the complainant will record the matter. Where the complainant cannot write, the officer shall assist in recording the complaint.
- ii. Contact the Officer/Head of Department concerned within one working day upon the receipt of the complaint for appropriate action.
- iii. Communicate the final decision/action to the aggrieved party within 15 working days. If the issue cannot be resolved within this time, the Complaints Handling Officer shall inform the complainant accordingly and report the progress made in resolving the matter.
- iv. Forward to the CEO a summary of the complaints. Matters that require the CEO's immediate attention shall be forwarded within the same day of receiving a complaint.

4.2 Social Media Reports of Complaints

When a complaint is received directly via Kenya Medical Training College's social media platforms; Facebook and Twitter accounts, the Corporate Affairs Department shall:

- i. Handle the case and contact the aggrieved party giving details on the action taken, and thereafter inform the Complaints Handling Officer for record.
- ii. Refer the matter to the Complaints Handling Officer, who shall then act as provided in 4.1 a) to d) above.

4.3 Complaints Reported in Particular Offices/ Department

When a complaint is reported directly to an office/department, the office holder shall:

- a) Handle the case and contact the aggrieved party giving details on the action taken, and thereafter inform the Complaints Handling Officer for record.

4.4 Complaints Reported to the CEO

When a complaint is made directly to the CEO, the CEO shall:

- a) Handle the case with the officer concerned and contact the aggrieved party giving details on the action taken, and thereafter inform the Complaints Handling Officer for record, or
- b) Refer the matter to the Complaints Handling Officer, who shall then act as provided in 4.1 i) to iv) above.

4.5 Use of Complaints Box

Boxes labelled “COMPLAINTS/SUGGESTION BOX” shall be placed within open and easily accessible areas of the College. Clients with a complaint shall fill in the Complaints Form, stating clearly the nature of complaint and office/officer involved, and drop it into the box.

The Complaints Handling Officer, together with other appointed members of the Complaints Handling Committee shall open the box and collect the forms, whereupon the Complaints Handling Officer shall:

- a) Contact the complainant to acknowledge receipt of the complaints
- b) Contact the Officer/Head of Department concerned within 24 hours for appropriate action.
- c) Communicate the final decision/action to the aggrieved party within 15 working days. If the issue cannot be resolved within this time, the Complaints Handling Officer shall inform the complainant accordingly and report the progress so far made in resolving the matter.
- d) Forward to the CEO a summary of all complaints. Matters that require the CEO's immediate attention shall be referred to him within the same day of complaint.

5.0 MONITORING AND EVALUATION OF THE POLICY

- i. The main objective of monitoring and evaluation is to carry out continuous improvement of Kenya Medical Training College's service delivery, by analysing customer's feedback to ensure that negative feedback does not recur. Compliments and suggestions will be duly acknowledge and acted upon accordingly.
- ii. A database containing all information on complaints lodged and the action taken shall be updated as the complaints are reported, resolved and analysed quarterly.
- iii. The CEO shall convene a meeting with the Complaints Handling committee review the status of all complaints and their actions quarterly.
- iv. Reports on complaints received shall be forwarded to the Commission for Administration of Justice (CAJ) through the office of the CEO quarterly, as is required by the Commission.

6.0 EFFECTIVE DATE

This Policy shall become effective upon approval by the Board of Directors.

7.0 POLICY REVIEW

The Policy will be reviewed after every three (3) years or earlier as need arises with an aim to enhance efficient delivery of effective outcomes.

APPROVAL

Title : Customer Feedback Policy

Contact : Corporation Secretary

Approval Authority : The Board of Directors

Commencement Date : May 2019

SIGNED



Prof. Philip Kaloki, MBS,
Chairperson, KMTC Board of Directors.

15th May 2019

Date



KMTC is ISO 9001:2015 Certified.

Kenya Medical Training College


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