

NON-CONFORMING PRODUCTS REGISTER

Name of Public Institution: CHUKA UNIVERSITY. **Fin. Yr:** From 2014/2015 to date

Date Received	Name and Identity Card Number of Complainant	Brief Description of Complaint	Complaint Channel (E-Mail, Verbal, Visit, Post, Letter)	Date Acknowledged	Action Taken & Management responsible	Action Date	Status (New, Resolved, or Pending)
6/11/2014	Students & Dean, FERED	Absenteeism	Letter	14/11/2014	-Suspension/disciplinary hearing -Management - Staff disciplined through a warning	31/3/2015	Resolved
11/9/2014	Dean, FBUST	Absenteeism	Letter	14/11/2014	-Suspension/disciplinary hearing - Staff disciplined through a warning	31/3/2015	Resolved
October, 2014	Clinical Officer	Lost ambulance key and failed to report	Verbal	14/11/2014	-Interdiction/disciplinary hearing - Found key, staff disciplined through a warning -Management	31/3/2015	Resolved
10/11/2014	Chairperson of Department	Misplacement & failure to mark examination scripts	Letter	14/11/2014	-Interdiction/disciplinary hearing - Sacked -Management	31/3/2015	Resolved
24 th Sep. 2015	Management	Wrong course allocation; NCP curricula; abnormal leave-taking	Letter	25 th Sept 2015	-Revised allocation -Curricula reviewed -Leave set for May & August	25 th to 28 th Sept 2015	Resolved
Aug. 2015	COD, ANSC	Subcontracting course allocation/teaching	Letter, Visit	October	Ratification declined	October 2015	Resolved
15/2/2016	DVC-Academic	Unsigned student admission forms	NCPF	15/2/2016	Written to Faculties to sign off	9/3/2016	Ongoing till 8/4/16
28/2/2017	Director, EXTT	Semester shortened by industrial actions	Verbal	8/3/2017	Extended semester by 2 weeks	8/3/2017	Resolved

8/3/2017	Deans of Faculties	Pending results and resits	Letter	6/3/2017	Approved in 38 th meeting	8/3/2017	Resolved
21/2/2017	Director, EXTT	Wrong coding, student no.s, duplicate papers, late drafts, no students to sit	Report	1/3/2017	Held a remedy meeting with CODs, EOs & Coordinators	10/3/17	Resolved