

CORRECTIVE ACTION REGISTER

Name of Public Institution: CHUKA UNIVERSITY. **Fin. Yr:** From 2013/14 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)
6/6/2013	Students	Issuance of non-standard course outlines to students	Reports, letters	6/6/2013	-Training workshop conducted to all teaching staff. -Director, BUSF	31/10 & 1/11/2013	Resolved
13/11/2014	COD	Course allocation conduct by a campus, usurping of duties	Letter	13/11/2014	-Course allocation reverted to Departmental Board. -COD, BA	19/1/2015	resolved
10/4/2014	Students	Delayed marking and submission of results to Pertinent Faculties to issue transcripts	Verbal report	10/4/2014	-Prepare and issue preliminary transcripts using provisional results, -Dean, FAES	28/4/2014	Resolved
24/4/2014	Director	No formal orientation of postgrad	Letter	24/4/2014	-Orientation thrice a year, -Director, BPSR	30/4/2014	Resolved
Sep. 2015	Students	Wrong billing for resit examinations	Letter	Oct. 2015 & Immediate	Missing marks found and billing corrected	Nov. 2015	Resolved
Nov. 2015	Students	Wrong class and programme names	Email, letter	Nov. 2015	Appeals lodged to Senate to approve corrections	5/1/2015	Resolved
Aug. 2015	Administration	Late claims for part-time teaching	Letter, Verbal	Aug. 2015	Circular issued	Dec. 2015	Resolved
16 th Feb 2016	Coordinator, Embu campus	Delay in completion of Studies by postgraduate students	Letter	23 rd Feb., 2015	Sensitization, academic advising seminar offered by Director, BPGS, Dean, FBUST, Campus Coordinator	4 th March, 2016	Resolved
14&15/3/2017	ISO Internal Auditors	Updating of ISO SOPs	Visits	14&15/3/17	HODs to submit new SOPs	30/6/17	Ongoing

14&15/3/ 2017	ISO Internal Auditors	Induction of new staff not fully done	Visits	14&15/3/17	Induct new staff in corporate processes	30/3/17	Ongoing
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