

CLIENT SERVICE CHARTER

Internal clients

Students

Academic staff

Academic Support Staff

External Clients

Student Parents/Guardians

Schools

Funding Partners

Suppliers

Government

Non-Governmental Organisations

Local Community

Partners & Stakeholders

The Department works in collaboration with the following Partners and Stakeholders in the provision of its Services:-

- University Management**
- University Senate**
- Other Departments & Faculties**
- Community**
- Non-Governmental Organisations**
- Donors**

Client Expectations

**UNDERLISTED ARE THE DEPARTMENT'S
EXPECTATIONS FROM CLIENTS
AMONG OTHERS:**

- **QUALITY SERVICE**
- **SAFE AND HEALTH ENVIRONMENT**
- **COURTOUS & TIMEOUS RESPONSE TO
REQUESTS AND INQUIRIES**
- **PROMPT PROCESSING OF
EXAMINATION RESULTS**

EXPECTATIONS OF THE DEPARTMENT

THE DEPARTMENT EXPECTS ITS CLIENTS AND STAKEHOLDERS TO:

- **PROVIDE ADEQUATE INFORMATION TO
ENABLE PROCESSING OF QUERIES
PROMPTLY**
- **SUPPORT THE PROGRAMMES & ACTIVITIES
OF THE DEPARTMENT**
- **OBSERVE THE RULES & REGULATIONS
GOVERNING THE DEPARTMENT'S
PROGRAMMES**

**PROVIDE PROMPT FEEDBACK AND
COMMENTS TO SERVICES OFF**