



THE TECHNICAL UNIVERSITY OF KENYA

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OFFICE OF THE DIRECTOR COMMUNICATIONS & PUBLIC AFFAIRS

Internal Memo

FROM: Director - Communications and Public Affairs

TO : All Members of Staff & Students

DATE: 5th June 2024

OUR REF: TUK/Memo/Folio138/VOL.1

SUBJECT: DIGITAL SUGGESTION BOX

We wish to inform you that the University has deployed a Digital Suggestion Box accessible through a QR Code. It is available on the University Homepage and on notice boards across the University. The initiative is part of the continuous improvement of customer experience at TU-K.

Being our valued customers, feel free to use the QR Code to register a complaint or complement. By working with relevant offices, we shall endeavor to have all complaints resolved within reasonable time.

Salient Features of the QR Code

Anonymity: The digital suggestion box allows a user to submit feedback anonymously (if one wishes to).

Real-Time Feedback: A complaint submitted through the platform is delivered instantly to a designated address, enabling swift action and response to the concern raised. The turn-around time will vary depending on the day, time, and nature or complexity of the complaint raised.

Ken Ramani, PhD
DIRECTOR

Copy to the Vice-Chancellor

