



KENYA SCHOOL OF LAW
COMPLAINT/COMPLIMENT FORM

Customer's Information (Applies to both Internal and External customers)				Date:		
1.	Name					
2.	Department/Institution					
3.	Telephone Number					
4.	Email address					
<i>*(1-4 above is optional if anonymity is sought) we do however encourage that customers fill all the spaces to enhance feedback</i>						
Summary of complaint/compliment. If space provided is not adequate please use overleaf						
For Official use only *						
Acknowledgement of receipt of complaint/compliment by HOD				Root Cause	Action	Date
Name						
Signature						
Date						
Review by Complaints Officer				Objective Evidence/Comment		
1.	Issue fully addressed	Yes	No			
2.	Issue partly addressed	Yes	No			
3.	Issue forwarded to Director for action/information	Yes	No			
4.	No action taken	Yes	No			