

	<b>TECHNICAL UNIVERSITY OF MOMBASA</b>		
	<b>Document: Form</b>		<b>Ref No.: TUM/Form/PCC/003</b>
	<b>Title: COMPLAINTS FORM</b>		
	<b>Department: PUBLIC COMPLAINS COMMITTEE</b>		
	<b>Issue No. 1</b>	<b>Revision No. 0</b>	<b>Date: 21st August 2019</b>

*The Public Complain Committee (PCC) is mandated to receive, register, sort, classify and document all complaints at Technical University of Mombasa. The PCC inquiries into allegations of Misuse of Office, Corruption, Unethical Conduct, Breach of Integrity, Maladministration, Delay, Injustice, Discourtesy, Inattention, Incompetence, or Ineptitude among other things against the University. Use this form to present a formal complaint. Complete this form fully, providing all of the information and evidence you want to be considered. Keep a copy of your complaint and evidence.*

**PART 1 Complaint's Details**

1. Full name .....

2. Gender Male ( ) Female ( )

3. Students Reg. No./Staff PF No./Others ID. No. ....

*No. 4 to 6 Applies to students only*

4. Course .....

5. Year of Study .....

6. Campus .....

**7. Contacts**

Telephone .....

Email.....

Department/Section .....

School .....

Campus.....

**PART II Details of the complaint(s)**

1. Specify details of the complaint as shown below (You may use extra sheets of paper)

- i. Who or what is being complained about;
- ii. The events that took place in chronological order; and
- iii. The consequences that you believe you have suffered as a result

.....

.....  
.....  
.....  
.....

2. Please list any evidence supporting your complaint, and attach copies of any relevant documents:

- i. ....  
.....
- ii. ....  
.....
- iii. ....  
.....
- iv. ....  
.....

3. Have you complained to the supervisor or the staff involved?

Yes ..... No .....

4. If yes, what was the outcome of your complaint (s)?

.....  
.....  
.....  
.....  
.....  
.....

**PART III: Investigation**

1. What are the specific issues you want the PCC to inquire into?

- i. ....  
.....
- ii. ....  
.....
- iii. ....  
.....

**PART IV: Outcome**

What is the action you want taken?

.....  
.....  
.....

**PART V: Submitting the Form**

Duly filled complaints form can be sent to the PCC using the email address shown below OR can be dropped to the PCC office located adjacent the Administration Block Packing area

Signature .....

Date .....

**FOR OFFICIAL USE ONLY**

FILE REFERENCE NUMBER

.....

OFFICER HANDLING

.....

COMMENTS

.....

**HUDUMA BORA NI HAKI YAKO**

For further information, contact  
PUBLIC COMPLAINTS COMMITTEE,  
TECHNICAL UNIVERSITY OF MOMBASA,  
P. O. BOX 90420-80100, MOMBASA KENYA  
TEL: (254)41-2492222/3, Fax (254)41-2495632  
Email: [complaints@tum.ac.ke](mailto:complaints@tum.ac.ke)  
Website: [www.tum.ac.ke](http://www.tum.ac.ke)