



UNIVERSITY OF NIGERIA
(To Restore the Dignity of Man)

**SERVICE CHARTER
AND COMPLAINTS POLICY**

Produced By

SERVICOM UNIT
OFFICE OF THE VICE-CHANCELLOR
UNIVERSITY OF NIGERIA, NSUKKA

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This Service Charter will be reviewed in 2021

FOREWARD

The *Service Charter and Complaints Policy* demonstrates the University of Nigeria's commitment to her clients/customers. This document reflects our dedication to excellent and cost-effective delivery of services for enduring results. The Charter clearly identifies our customers, what they should expect when relating with us and how they would assess our performance in various areas. The *Service Charter and Complaints Policy* showcases the operational day-to-day implementation of activities in the University. The document equally reveals to the customers what they should expect from all services offered in the University, their entitlement to quality service delivery, and what recourse to take when service delivery fails.

The principles enshrined in this *Service Charter and Complaints Policy* determine how we will relate with our stakeholders and amply reflect the University's Vision, Mission and Strategic Plan. It is worthy of mention that the Charter forms the basis of assessment and evaluation of our service delivery performance, and a clarion call to focus on our service outcomes in this institution. Thus, we will continuously endeavor to improve the quality and promptness of our service delivery and encourage our stakeholders to offer informed and honest feedback on our performance. Feedbacks are given due seriousness here and would always be utilized in continually improving the service delivery processes in our dear University of Nigeria to the admiration of all our customers.

Professor Benjamin Chukwuma Ozumba
Vice- Chancellor.

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1.1 INTRODUCTION

The SERVICOM Unit in the University of Nigeria, Nsukka (UNN) is born out of a commitment to transform the University through a Customer-centred Service Delivery system aimed at satisfying customers' expectations of excellence in academic research, teaching and other related services. Thus, this is the Integrated Service Charter of UNN.

This Service Charter describes the services provided by the University and how it can be performed within specified and achievable time frames. Information on how our customers can register their complaints whenever there is service failure is equally contained in this document.

2.1 ESTABLISHMENT

The University of Nigeria, Nsukka was founded in 1955 as a regional university situated in Eastern Region. The institution was formally opened on 7th October, 1960, and the University operates three major campuses at Nsukka, Enugu and Ituku-Ozalla. The University has 15 faculties and 101 academic departments.

3.1 VISION STATEMENT

To create a functional, globally competitive and research-focused University which is not just an Ivory Tower but responsive to the needs of the society while delivering world-class education and knowledge.

4.1 MISSION STATEMENT

To place the University of Nigeria, Nsukka in the forefront of research and development, innovation, knowledge transfer and human resource development in the global academic terrain, while promoting the core values which will ensure the restoration of the dignity of man.

5.1 VALUE STATEMENT

The University of Nigeria, Nsukka is committed to the following core values:

- Discipline
- Meritocracy
- Academic Freedom
- Excellence
- Creativity
- Professionalism
- Resourcefulness
- Team Work
- Fairness
- Efficiency
- Dedication
- Diligence
- Commitment
- Accessibility
- Openness
- Equity
- Truthfulness
- Integrity
- Accountability
- Transparency
- Respect
- Open Mindedness
- Social Responsibility

6.1 SERVICES RENDERED

We provide quality teaching, community services and multi-disciplinary researches leading to the award of degrees and certificates in the following fields of human endeavours:

- Agricultural Extension
- Agricultural Economics
- Animal Science

- Crop Science
- Food Science & Technology
- Home Science, Nutrition & Dietetics
- Soil Science
- Archaeology & Tourism
- English & Literary Studies
- Fine & Applied Arts
- Foreign Languages & Literary Studies
- History & International Studies
- Linguistics & Nigerian Languages
- Mass communication
- Music
- Theatre & Film Studies
- Biochemistry
- Plant Science & Biotechnology
- Microbiology
- Zoology and Environmental Biology
- Accountancy
- Banking & Finance
- Management
- Marketing
- Child Dental Health
- Oral Maxillofacial Surgery
- Preventive Dentistry
- Restorative Dentistry
- Adult Education and Extra-Mural Studies
- Arts Education
- Educational Foundations
- Health & Physical Education
- Library Science & Information Technology
- Science Education
- Vocational Teacher Education
- Agricultural and Bio-Resources Engineering
- Civil Engineering

- Electrical Engineering
- Electronic Engineering
- Mechanical Engineering
- Metallurgical & Materials Engineering
- Architecture
- Estate Management
- Geoinformatics & Surveying
- Urban & Regional Planning
- Health Administration and Management
- Medical Laboratory Sciences
- Medical Radiography & Radiological Sciences
- Medical Rehabilitation
- Nursing Sciences
- Commercial & Property Law
- International Law & Jurisprudence
- Private & Public Law
- Anaesthesia
- Anatomy
- Chemical Pathology
- Community Medicine
- Dermatology
- Haematology & Immunology
- Medical Biochemistry
- Medical Microbiology
- Medicine
- Morbid Anatomy
- Obstetrics & Gynaecology
- Ophthalmology
- Otolaryngology
- Paediatrics
- Pharmacology & Therapeutics
- Physiology
- Radiation Medicine
- Surgery

- Psychological Medicine
- Clinical Pharmacy & Pharmacy Management
- Pharmaceutical & Medicinal Chemistry
- Pharmaceutical Technology & Industrial Pharmacy
- Pharmaceutics
- Pharmacognosy & Environmental Medicine
- Pharmacology & Toxicology
- Computer Science
- Geology
- Mathematics
- Physics & Astronomy
- Pure & Industrial Chemistry
- Statistics
- Economics
- Geography
- Philosophy
- Political Science
- Psychology
- Public Administration & Local Government
- Religion & Cultural Studies
- Social Work
- Sociology & Anthropology
- Veterinary Medicine
- Veterinary Anatomy
- Animal Health & Production
- Veterinary Parasitology & Entomology
- Veterinary Pathology & Microbiology
- Veterinary Public Health & Preventive Medicine
- Veterinary Surgery
- Veterinary Obstetrics & Reproductive Diseases

In line with SERVICOM philosophy, we are dedicated to achieving the following principles in our service delivery in a “timely, fair, honest, effective and transparent manner”:

- Provide university education aimed at producing mature, competent and conscientious graduates with appropriate skills, abilities and desire to contribute to the well being and development of the people of Nigeria, the regional and global community in accordance with the national philosophy of mutual social responsibility and international conventions.
- Provide education for national service, community outreach and development which reflect the national cultural heritage.
- Develop and transmit knowledge and skills through research and training.
- Preserve, produce, process, transmit and disseminate knowledge and stimulate the intellectual life and cultural development of Nigeria.
- Conduct examinations for the conferment and award of degrees, diplomas and other awards of the University of Nigeria, Nsukka as at when due.
- Determine who may teach, what may be taught and how it may be taught in the University of Nigeria.
- Play an effective role in the development and expansion of opportunities for Nigerians wishing to continue with their education.
- Address emerging issues of national, regional and global importance.
- Provide and maintain lecture halls, halls of residence, theatres, laboratories and libraries for effective teaching and learning as the need arises and subject to availability of funds.
- Aim to teach our students following an approved timetable and conduct credible examinations, and also release semester results within six (6) weeks after examination.

- Process and dispatch academic transcripts within fifteen (15) working days of such application (after an online application).
- Offer all certificates and diplomas for collection on the day of convocation.
- Guarantee prompt mobilisation of graduates for National Youth Service Corp immediately signals are received from the NYSC Secretariat.
- Conduct orientation for fresh student and fresh staff as at when due.
- Provide security services daily to ensure the security of lives and property of members of the University community and other customers.
- Ensure that Post-Unified Tertiary Matriculation Examination (POST-UTME) screening exercise results are released within one (1) week after the exercise.
- Guarantee prompt opening of our offices for a day's work by 8:00am (Monday- Friday).

7.1 PRINCIPLES OF SERVICE DELIVERY

The University of Nigeria, Nsukka is committed, through this charter, to the following services:

- Establishment of clear, explicit and high standard of service delivery that the stakeholders expect of a University of Nigeria.
- Provision of its clients with adequate information about the University of Nigeria's programmes, activities and services in a timely and transparent manner.
- Clear and effective communication.
- Dealing with its clients with courtesy, respect, dignity and selflessness.
- Cherishing of transparency and accountability in the

- provision and delivery of services.
- Promotion of meritocracy, fairness and justice at all times.
- Application of prudent use of resources so as to get value for money.
- Encouragement of the practice of dynamic and innovative approaches so as to realize continuous improvement and striving to eliminate errors, laxity and deficiency in service delivery.
- Continuously monitoring and evaluating the provision and delivery of its services.

8.0 LIST OF OUR CLIENTS/CUSTOMERS

8.1.1 Bona fide Students

- Undergraduate Students
- Postgraduate Students
- Part-Time Students
- Prospective Students

8.1.2 Candidates (seeking admission)

8.1.3 Staff

- Tenured Staff
- Contract Staff
- Ad-hoc Staff
- Adjunct Staff

8.1.4 Other Stakeholders

- Parents/Guardians
- Alumni
- MDAs
- Professional Bodies
- Corporate Organizations
- Donors
- Contractors
- Partners
- General Public

9.1 PERFORMANCE TARGETS/CUSTOMERS' EXPECTATIONS

Customers are entitled to:

- Quality teaching and supervision.
- Quality research and reports.
- Transparent admission procedure.
- Sustained and undivided attention to complaints.
- Provision of academic programmes that are relevant to Nigeria's developmental needs and priorities.
- Prompt release of results of examinations and tests.
- Prompt release of certificates and transcripts on demand.
- Professionalism on the part of our members of Council, staff and students.
- Good accommodation and conference facilities.
- Transparent performance appraisal system.
- Modern library facilities and services.
- Service delivery that is cost effective, efficient and transparent.
- Adequate sporting facilities.
- Speedy and transparent responses to request and enquiries.
- Efficient feedback and grievance redress mechanism.
- Speedy processing of collaborative agreements.
- Easy and quick payment procedures.
- Sensitivity to the needs of all, especially those with special needs.
- Cordial staff-students relationship.

10.1 CUSTOMER OBLIGATIONS / RESPONSIBILITIES

In order to achieve our set goals, performance targets and obligations, we expect our customers to:

- Support our programmes, activities and services.

- Present credible credentials.
- Follow laid-down rules, regulations and procedures.
- Pay all approved charges as at when due.
- Attend lectures, seminars and laboratory sessions punctually.
- Attend scheduled meetings punctually.
- Ensure punctuality to work and prompt discharge of duties and services.
- Abstain from anti-social activities, such as cultism, examination malpractices, alcohol and drug abuse, fighting, vandalism, reckless driving, etc.
- Practice student and trade unionism without external influence or primordialism.
- Observe the basic tenets of courtesy and respect in dealing with staff, students and the general public.
- Report lawless colleagues to the University authority.
- Treat students and staff with fairness at all times.
- Offer constructive criticisms and suggestions for improvement on observed shortcomings.
- Report cases of service failure, complaints, suggestions and feedback at the designated grievance redress centres.

11.1 MONITORING AND REPORTING OF PERFORMANCE

The University of Nigeria, Nsukka will monitor performance against the service charter through the following means:

- Monthly Performance Appraisal [MPA] meetings of the Local Service Frontliners.
- Bi-monthly collation and analysis of complaints and feedback by SERVICOM Unit.
- Quarterly Performance Appraisal [QPA] meetings of the SERVICOM Committee and the Focal Officer.

We will report our performance by:

- Publishing performance against the Charter Commitments in the Annual Report.
- Publishing the performance on the University Website.

12.1 STAKEHOLDERS' PARTICIPATION

We expect the following from our stakeholders:

- Proper policy formulation by government.
- Improved funding from Government.
- Partnership with corporate organizations and Organised Private Sector in providing basic amenities, sponsorship of Awards, Scholarships and Competitions.
- Institution of Endowment Funds, donation of lecture facilities, and scholarships to help mitigate existing limitations.
- Involvement in University Administration's consultations and interaction with the customers prior to, and during, UNN Founder's Day celebrations, Matriculation exercises and Convocation ceremonies.

13.1 SENSITIVITY TO SPECIAL NEEDS OF CUSTOMERS AND CLIENTS

We are committed to providing for our customers/clients the following:

- Comfortable accommodation in the hostels.
- Consideration of other special needs of customers/clients in all new physical structures in the University.

14.1 EXISTING LIMITATIONS

- Insufficient infrastructure for learning, teaching and research such as Lecture Halls, Theatres, Classrooms,

Laboratories/ Studios, Library facilities and Office accommodation.

- Insufficient funding from public sources.
- Rapid expansion of student population resulting in high Staff/Student Ratios.
- Insufficient student accommodation on campus.
- Occasional disruptions of University activities through industrial actions by the various Unions.
- Different policies from government (on the same issue) pertaining to administration, conditions of service, funding, industrial relations, etc.

University of Nigeria, Nsukka **COMPLAINTS POLICY**

1.1 INTRODUCTION

The University of Nigeria, Nsukka pledges its obligations to address all complaints and suggestions as soon as they are received. However, clients are encouraged to make genuine complaints and suggestions to the University through the principal (or designee) by way of address in person, post, telephone or e-mail. In cases where service delivery is unsatisfactory, redress may be sought amicably and with mutual understanding.

The University of Nigeria, Nsukka will handle any complaints through:

- The SERVICOM Help Desk.
- Maintaining a register of all complaints and suggestions.
- Maintaining a suggestion box.
- Guaranteeing confidentiality and privacy in respect of complainants' identity and rights.
- Encouraging complainants to identify themselves in

view of practical difficulties that could arise in handling anonymous grievances.

- Acknowledging receipts of complaints within 2 working days (NB: Timeline depends on channel of complaint communication).
- Endeavouring to handle complaints within one month.
- Maintaining interactive website for complaints and suggestions.

2.1 RESPONSES TO ADMINISTRATIVE ISSUES

| S/NO | SERVICE | TIMING |
|------|---|---|
| 1 | Newly admitted Undergraduate Students will be notified via University website and national dailies | Thirty (30) days from date of Screening Exercise |
| 2 | Newly admitted Postgraduate Students will be notified via University website and national dailies | Thirty (30) days from date of Screening Exercise |
| 3 | Postgraduate students will receive their Semester results via University website | Six (6) weeks from the date of submission of results as stipulated by PG School |
| 4 | Undergraduate and postgraduate students who meet all University graduation requirements will have transcript sent to stipulated locations | Within two (2) weeks of payment and receipt of applications |
| 5 | Filling in advertised vacant positions | Within six (6) months from the date of the advertisement |
| 6 | Making e-payments | Within seven (7) days of receiving a voucher (with all relevant documents) |
| 7 | Receiving visitors in offices | Within 5 minutes of arrival |

3.1 COMPLAINTS MANAGEMENT

A complainant may be made to the SERVICOM Unit about any matter connected with the exercise of the University's functions or by anyone affected by the actions of the University or its employee. This Policy (and the supporting procedures) aim to:

- a) Find out what happened.
- b) Satisfy the complainant that their concerns are being addressed.

- c) Involve complainants in decisions about how their complaints are being handled.
 - d) Make sure a complainant receives an apology where this is appropriate and in line with the principles for remedy.
 - e) Take into account the outcome of any investigation from the complaints in order to improve the way the University functions.
 - f) Ensure that no employee of the University is embarrassed by false complaints.
- This Policy and the supporting University's complaint procedure have been written in accordance with the requirements of **SERVICOM Nigeria**.

3.1.1 RESPONSIBILITY FOR COMPLAINTS MANAGEMENT

- The UNN SERVICOM Unit Complaints Desk Officers are designated to receive complaints from the units under them, document and investigate all complaints in the first instance and report all complaints to the UNN Focal Officer.
- The UNN Focal Officer has been designated as the Officer to manage the procedure for handling and resolving complaints on behalf of the University. This Officer will also, where appropriate, ensure that any necessary action as a result of an outcome of an investigation is properly implemented and monitored.

3.1.2 PROCEDURE FOR DEALING WITH COMPLAINTS

A procedure has been established to support this Policy, and to give clear guidance on how to handle complaints and any action from the outcome of

investigation. The procedure manifests on four (4) levels as follows:

LEVEL 1: UNIVERSITY OF NIGERIA, NSUKKA SERVICOMUNIT

If you have complaints, please contact:

(i) The Complaints Desk Officer, via 07035353652, or visit at SERVICOM Unit, Office of the Vice-Chancellor, University of Nigeria, Nsukka; **OR** the nearest SERVICOM Window, that is, any SERVICOM Guild member, in your Faculty or College.

- We commit to acknowledge your complaint within two (2) working days.
- We commit to communicate our intended actions within three (3) working days.
- We will endeavour to resolve any complaint within two (2) weeks.
If you are still unhappy or the complaint is still unresolved, you can contact:

(ii) Professor Chikelue Ofuebe, Focal Officer, SERVICOM Unit, Office of the Vice-Chancellor, University of Nigeria, Nsukka. Phones: 09051877779;

- We commit to acknowledge your complaint within two (2) working days.
- We commit to communicate our intended actions within five (5) working days.
- We will endeavour to resolve any complaint within one (1) month.

If you are still unhappy or the complaint is still unresolved, you may contact the next level:

LEVEL 2: The Pro-Chancellor & Chairman Governing Council University of Nigeria Nsukka

If you are still unhappy or the complaint is still unresolved, you may contact the next level:

LEVEL 3: The Executive Secretary National Universities Commission National Universities Commission (NUC) Aja Nwachukwu House
No. 26, Aguiyi-Ironsi Street, Maitama District
P.M.B. 237, Garki G.P.O
Abuja, Nigeria

If you are still unhappy or the complaint is still unresolved, you may contact the next level:

LEVEL 4: SERVICOM Complaints Manager
SERVICOM Office (The Presidency)
Federal Ministry of Health
First Floor, Federal Secretariat
Phase 111
Shehu Shagari Way
Maitama
Abuja

4.1 CHARTER REVIEW

The date for the next review of this Service Charter and Complaints Policy is 2021.