

## SIEMENS MECHATRONIC CERTIFICATION CENTRE

### COMPLAINTS RESOLUTION

#### Our complaints commitment

DeKUT Siemens Mechatronic Certification Centre - is founded on independent scholarship and learning freedom while fostering a culture of innovation and collaboration. The Centre is committed to equality of opportunity, engendering inclusivity, and supporting staff and trainee wellbeing; ensuring that the very best trainees and staff benefit society on a local, regional, national and global scale. Likewise, DeKUT-Siemens's collegiate structure and interdisciplinary nature of Programmes provides the Centre with key aspects of its training strength and its highly attractive trainee experience.

Our promise to you is to consistently deliver high standards of service; from Industrial Training efficient services to friendly, Quality staff, understanding that without satisfied customers our business cannot grow.

There may be times however when our high standards are not met. If you are not happy with our services in any way, your comments and feedback are welcome as it gives us an opportunity to improve on our service delivery.

#### Lodge a complaint

We have provided various channels as below through which you can give us your feedback

- Face to Face: Visit our offices at Academic Block 2nd Floor Dedan Kimathi Main Campus
- Telephone: You can easily reach our customer service desk on:
  - ❖ 0716150 627/0720 438 998
- Email: [smscp.kenya@dkut.ac.ke/admin.smscp@dkut.ac.ke](mailto:smscp.kenya@dkut.ac.ke/admin.smscp@dkut.ac.ke)
- By Post: Write to Director, Siemens Mechatronic Certification Centre,
  - ❖ P.O. Box 10143, Dedan Kimathi -Nyeri Kenya
- Social media handles:
  - Facebook <https://www.facebook.com/STC DeKUT/>
  - Twitter <https://www.twitter.com/centre siemens/>
  - Instagram <https://www.instagram.com/smscp.kenya@dkut.ac.ke/>
  - ❖ Our website: <https://siemens.dkut.ac.ke/>

#### How soon can you expect a response?

We will do our best to resolve your complaint immediately and with the minimum of inconvenience to you. If we are unable to resolve your complaint by the following day, you will receive written acknowledgement of your complaint.

Some complex complaints may take a longer time to resolve. However, even in such cases, in addition to a written acknowledgement you will be informed about the status of your complaint within 5 working days, and we will provide regular updates on the outcome of our investigations and proposed actions at least once every 2 days.

**By the Centre Management!**