

DIRECTORATE OF QUALITY ASSURANCE COMPLIMENTS AND COMPLAINTS FORM

The Management University of Africa (MUA) values feedback from students, staff, and members of the public. Please use this form to share a compliment, a complaint, or a suggestion regarding any University service. All submissions are treated with confidentiality and will be acknowledged within 5 working days.

1. YOUR DETAILS

Full Name		Date	
Admission / Staff No.		Department / Faculty	
Phone Number		Email Address	
Category	☐ Compliment ☐ Complaint ☐ Suggestion ☐ General Feedback		

2. DETAILS

Please describe your compliment, complaint, or suggestion, including relevant dates, locations, and persons or departments involved.

3. DESIRED OUTCOME / RESOLUTION (OPTIONAL)

4. DECLARATION

I confirm that the information provided above is accurate to the best of my knowledge.

Signature	Date

HOW TO SUBMIT THIS FORM

- Email the completed form to qna@mua.ac.ke, or
- Hand-deliver it to the Directorate of Quality Assurance, South C Campus, Nairobi, or
- Submit it via the online form on the DQA website (Surveys & Feedback page).

Directorate of Quality Assurance | Management University of Africa | South C Campus, Nairobi, Kenya