



**COLLEGE OF EDUCATION,
WARRI**

SERVICE CHARTER

&

COMPLAINTS POLICY



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Office of the Director

College of Education. Warri.



**Professor (Mrs.) Olire Mary Edema. FCSN, FICCON
PROVOST (CHIEF EXECUTIVE OFFICER)
COLLEGE OF EDUCATION, WARRI**

TABLE OF CONTENT

FOREWORD	v
INTRODUCTION	1
A Brief History of the College	2
Vision of the College:	4
Mission of the College:	4
Services Rendered.....	5
Principles Guiding Services Rendered.....	8
List of Our Customers/ Stakeholders	10
Service Delivery.....	12
Performance Targets/Customer Expectations	13
Customer Obligations/Responsibilities.....	23
Staff Obligation.....	26
Management Obligations	26
Stakeholders' Participation	27
Special Needs Provision	28
Limitations	29
Review of Coewa Service Charter	30
Grievance Redress Mechanisms	30
Procedures For Dealing With Complaints	32

FOREWORD

Putting in place the SERVICOM Unit in the college of Education, Warri was one way of taking care of a weakness which I had proposed in my mission statement in applying to come to the college as Provost. A prevalent problem in public institution is the poor work ethics; to deal with this I had propose to run the college as a profit oriented organization as much as possible. Doing this involves putting in place the SERVICOM unit. This makes each staff to put down in writing his/her jobs/duties and put down the time it takes to accomplish the task/duties in order to have good service delivery.

SERVICOM in College of Education, Warri will assist students, staff, and clients of the college to put in and get the best for all services rendered or needed. I expect all in the community to see SERVICOM as a partner in helping us groom a college of our dreams and helping each person to do to others what you expect them to do to you-Give good service.

**Professor (Mrs.) Olire Mary Edema. FCSN, FICCON
Provost (Chief Executive Officer)
College of Education, Warri**

INTRODUCTION

SERVICOM is an initiative proposed by the Federal Government to improve on service delivery at every window in Nigeria. College of Education, Warri Collaborates with this project because the concept agrees with its Motto ‘*Knowledge for progress*’. Therefore, SERVICOM is in line with our perception about education and life generally reflected in the aforementioned motto.

SERVICOM is an acronym drawn from two words – Service and Compact. It is an agreement with all meant to improve on service delivery throughout the country. It is about service and service delivery. SERVICOM is a social contract between the Federal Government and the people of Nigeria. The agreement is such that the Government and its people would perform their functions timely, fairly, honestly, effectively and transparently with a view to making Nigeria develop to its highest peak and compete favourably with other nations politically, socially, morally and economically.

SERVICOM means efficient service for better development and quality of service to be commensurate with investment. Service fails when someone has left undone what should have been done or when someone has done what should not be done.

This service charter spells out the services provided by the COEWA, Nigeria, and the standard by which the services will be performed. It tells the unique platform on which the services are provided; how to complain in case of service failure, redress or grievance, stakeholders' participation, our commitment to service delivery and regularly planned review of our performances.

The charter applies to our students, staff and management as well as anyone who has contact with COEWA. This charter has been developed in consultation with the staff (Academic and Non-Teaching staff) and students of the College and other stakeholders.

1.1 A BRIEF HISTORY OF THE COLLEGE

As a result of free primary education, which dates back to 1955 in the old western Region of Nigeria of which the defunct Bendel state was a part, there were a very large number of first school leaving certificate holders. Only a very insignificant percentage of these go beyond that level at that time due to few secondary schools and coupled with high school fees in the schools. The Government in response to the demand for secondary education opened many secondary schools. College of Education Warri therefore was established to help meet the need for qualified teachers needed to

renders services in the new secondary schools as well as the current primary schools.

LIST OF PAST PROVOSTS

- | | |
|-------------------------------|-------------|
| 1. Dr. H. S. A Aluyi | 1979 – 1989 |
| 2. Prof. E. N Emenanjo | 1990 – 1993 |
| 3. Mr. Peter Ifeta (Acting) | 1993 – 1995 |
| 4. Prof. A. C Unomah | 1995 – 2002 |
| 5. Dr. F. O Money (Acting) | 2002 |
| 6. Prof. Igho Joe | 2002 – 2009 |
| 7. Dr. S. S Ebisine (Acting) | 2009 – 2016 |
| 8. Prof. (Mrs) Mary .O. Edema | 2016 – Date |

PHILOSOPHY

The philosophy which informed the establishment of the college is to train and raise qualified teachers for primary and secondary schools in Nigeria.

MOTTO

The motto of the College is ‘*Knowledge for Progress*’. It implies that it has the responsibility to provide all the knowledge each student need to make excellent progress in the teaching profession.

LOGO

The sword in the logo of the College of Education Warri depicts the royalty of the people, the light indicates that the college will forever ignite while the open book is meant for students to read and discover what is written within for the purpose of becoming an effective teacher after graduation.



COLOURS

The colours of blue and yellow on a background of green depict converting the acquired knowledge to wealth through creative teaching for the purpose of growth and development.

3. VISION OF THE COLLEGE:

To train and prepare qualified teachers for Nigerian primary and secondary schools

4. MISSION OF THE COLLEGE:

1. To train teachers who will teach in the primary schools
2. To prepare teachers who will teach in secondary schools
3. To accept and train students from other profession with a view of making them full fledged teachers

4. To make the school environment friendly for official staff, students and stake holders.
5. To develop the students totally through exposing them to extracurricular activities.

5.1 SERVICES RENDERED

We hope to provide standard services in area that includes quality teaching and learning, research, administration, training, health, library and community services that meets the 20th century requirements in an honest, fair, transparent and effective manner in the under listed fields:

1. NCE PROGRAMMES

1. Economics
2. Political science
3. Social studies
4. Christian religious studies.
5. Geography
6. Theatre Arts
7. Music
8. History
9. Primary Education studies (PES)
10. Early childhood care education (ECCE)
11. Adult and Non – formal Education
12. Special education

13. Business education
14. Agricultural science
15. Home Economics
16. Nigerian languages – Isoko, Itsekiri, Izon,
Yoruba and Urhobo
17. Technical Education
18. Mathematics
19. Physics
20. Chemistry
21. Biology
22. Computer science
23. Integrated science
24. Physical and health education
25. English
26. French
27. Fine Arts

**2. COLLEGE OF EDUCATION, WARRI IN
AFFILIATION WITH DELTA STATE
UNIVERSITY, ABRAKA**

DELSU PROGRAMME:

1. B.Sc. Ed. Political Science
2. B.Sc. Ed. Business Education
3. BSc. Ed. Geography.
4. B.Sc. Ed. Integrated Science

5. B.Sc. Ed. Social Studies
6. B.Sc. Ed. Home Economics
7. B.Sc. Ed. Mathematics
8. B.Sc. Ed. Agricultural Science
9. B.Sc. Ed. Economics
10. B.Sc. Ed. Chemistry
11. B.Sc. Ed. Physics
12. B.A. Ed. History & International studies
13. B.Sc. Ed. Biology
14. B.Sc. Ed. Human Kinetics and Health
Education
15. B.Sc. Ed. English Language

**3. COLLEGE OF EDUCATION, WARRI IN
AFFILIATION WITH UNIVERSITY OF
BENIN, BENIN CITY.**

UNIBEN PROGRAMME:

1. B.A. Ed. English and literature studies
2. B.Sc. Ed. Computer Science
3. B.A. Adult Education
4. B.Sc. Ed. Educational Management

5.2 PRINCIPLES GUIDING SERVICES RENDERED

Our commitments to customers' satisfaction have necessitated the development of these principles for effective realization of the college and Servicom objectives. The services rendered are hinged on the following principles:

- Prompt opening of our offices between the hours of 7.30am to 3.30pm from Monday to Friday
- Effective teaching and supervision by academic staff.
- Early to work/class
- Attendance/punctuality to class by students.
- Decent dressing by staff/students
- Adequate researches and reports by academic staff.
- Accurate and complete records of members of staff and students by registry.
- Appropriate college statistics by registry.
- Adequate admission procedures by the registry
- Easy and prompt payment procedures by the bursary.
- Compliance to tendering and procurement processes.
- Appropriate complaint procedures by members of staff.

- Conducive lecture and seminar rooms, laboratories and offices
- Adequate information and effective communication by the college management.
- Adequate career guidance, counseling, and human development centre of the college.
- Conducive waiting areas at the service points.
- Adequate sporting facilities.
- Effective library service
- Good accommodation and conference facilities for members of staff and students.
- Appropriate levies and charges for staff and students.
- Efficient utility services for staff and students
- Prompt release of results of examinations and tests.
- Legal collection of money from students for supervision and other reasons.
- Leaving the office with permission
- No gusting during working hours.
- Results should be found at student's portal
- Certificates should be ready after convocation.
- Staff promotion exercise should be ended before convocation.
- Staff is re-deployed after three years.

- Prompt release of certificates and academic transcripts on demand.
- Correct computation of results before academic board approval.
- Prompt collection of mails from post office and distribute same within the college in one day.
- No signing of time book for others.
- No posting of bills on the college walls.
- Driving or walking on the lawns is highly prohibited.
- Cars should not be parked on the wrong side of the road.
- Timely implementation of circular from state government and its MDAS by college management.

6. LIST OF OUR CUSTOMERS/ STAKEHOLDERS

Our service users are referred to as customers. We are committed to achieving college core values by providing the following customers' satisfactory services.

1. Students

- Undergraduates
- NCE (Regular & weekend)
- Prospective Students
- PDE

- PGDE

2. Staff

- Tenure staff
- Adjunct staff
- Adhoc staff
- Contract staff
- Sabbatical staff

3. Stakeholders

The stakeholders in college of Education, Warri are partners as well as interest groups requiring our services. They are categorised in the following under listed format:

Internal stakeholders

- Parents
- IJMB
- Business Centers
- Eateries
- Network Providers

External

- Host communities
- MDA
- Government

- State Ministry of Education
- National Commission for Colleges of Education (NCCE)
- Research and development (R&D) collaboration with institutions and agencies
- Alumni
- International Donors/ Partners
- Private Liability Companies
- Development partners (Local and international)
- Professional Bodies
- Non-Governmental Organisation (NGOs)
- Corporate Organisations
- Consultants
- contractors
- Suppliers
- Employers of labour
- General public

7.1 SERVICE DELIVERY

Service delivery is in two parts:

1. Performance Targets / Customer Expectations
2. Customer Obligations

7.2 PERFORMANCE TARGETS / CUSTOMER EXPECTATIONS

As customers you are entitled to:

- ▶ Prompt, courteous, fair and excellent service from staff in accordance with your needs.
- ▶ Adequate and relevant information and effective communication.
- ▶ Cordial staff-student relationship
- ▶ Adequate consultation where and when necessary

ADMISSION

S/N	ACTIVITY / SERVICE OFFERED	TIME FRAME	ACTION OFFICER (S)
1.	Admission Procedure: Online registration	Average of 2hours	I.C.T
2.	Process print out at admission's office	10 mins	D.R. Admission
3.	Counselling of students on the choice of courses	30 mins	D.R. Admission/ Counselling unit

WORKS AND MAINTENANCE

S/N	ACTIVITY / SERVICE OFFERED	TIME FRAME	ACTION OFFICER (S)
1.	Processing of job request form	1 week	Director of works and maintenance
2.	Attend to staff requests	2 weeks	Officers assigned

3.	Access Projects	24 hrs	Same as above
4.	General work and maintenance of the college facilities	1 hour	Same
5.	Determining the originality of materials to be certified		

LIBRARY SERVICE

S/N	ACTIVITY/ SERVICE OFFERED	TIME FRAME	RESPONSIBLE OFFICERS (S)
1.	Issuance of cards for students and staff (Registration)	1 week after application	Library officers (circulation)
2.	Loaning books to staff and students	Anytime during Library opening hours.	College Librarian, Library officers (Circulation)
3.	Issuance of letters of introduction to registered users		Library officers (Head of Circulation)
4.	Misplaced books	To be returned within 24hrs	Library officers
5.	Internet services	12hrs	Library officers

EXAMINATION

S/N	ACTIVITY/ SERVICE OFFERED	TIME FRAME	ACTION OFFICERS
1	Continuous assessment results of all courses	Results to be sent to SPAC (continuous assessment result) at least 2 weeks before commencement of exams	Course lecturers/ HODs

2	Preparation of examination questions	Examination question papers moderated in the department at least 2 weeks before commencement of exams	HODs/Course lecturers
3	Examination schedules; Tentative time-table Final time-table	Three weeks before final exams. Final Exam time-table pasted on notice boards after reactions from various units within 2 weeks before exams	Registrar (D.R. Exams) Registrar (D.R. Exams) and HODs
4	Exam malpractice procedure:	Invigilators report cases within 24hrs Paste the names of offenders on the notice boards one week before the end of the exam. Committee gives feedback three weeks after the exam to provost	Invigilators Exam committee secretary Exam committee chairman

RESULTS

S/N	ACTIVITY/ SERVICE RENDERED	TIME FRAME	ACTION OFFICER (S)
1	Marking scripts	2 weeks after exam	Course lecturers
2	Consideration of results: (a) Department consideration of results.	1 week after submission of scripts	HODs
	(b) External Moderation	1 week after departmental meeting.	HODs & External Moderators

	(c) School board approval of results	Approves results	HODs
	(d) SQAC vet results	2 weeks after moderation.	Deans
	(e) Central Records to check results	8 th weeks to consider result.	Director (SQAC)
	(f) Department to crosscheck results.	3 weeks	Director [Central records]
	(g) Results goes back to SQAC for crosschecking	1 week to crosscheck results.	HODs Director SQAC
	(h) Central Records gives the result a final check	1 week to crosscheck results 1 week for final checking	Director (Central Records)
3	Business Committee vets results	1 week	Deputy Provost
4	Consideration of results by academic Board	1 day to vet results and made public latest, 24 hours after academic board approval.	Provost
5	Uploading of results to the students portal	Latest 24 hrs after approval of results.	Director (Central records) Director (ICT)
6	Assessment of results	Online results open for students 1 week after Academic Board approval	Director (Central Records)
7.	Issuance of Statement of results	1 week after necessary clearance	(DR Academics)
8.	Transcripts	It should be ready 3 days after request through application	D R Academics and Director of

	Collection of certificates	24 Hrs after approved payment	central records Provost' office
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STAFF DISCIPLINARY ISSUES

S/N	ACTIVITY / SERVICE OFFERED	TIME FRAME	ACTION OFFICER (S)
1.	When to receive cases of erring staff	1 week after the alleged offence	Sectary disciplinary committee
2.	When to attend to cases of erring staff.	At most one month.	Chairman disciplinary committee

SALARY, LOANS AND ADVANCES

S/N	ACTIVITY/ SERVICE OFFERED	TIME FRAME	ACTION OFFICER (S)
1	Preparation of salary	Ready in 6 weeks	Bursar (Asaba)
2	Preparation of honorarium to Part-time staff/lecturers	72 hours after approval of voucher and subject to availability of fund.	Bursar
3	Payment of salaries and remittance of deduction from salaries	Subject to release from Asaba	Bursar
4	Reconciliation of advance Ledger	The same month.	Bursar

REVENUE AND RECEIPTS

S/N	ACTIVITY/ SERVICE OFFERED	TIME FRAME	ACTION OFFICER (S)
1	Reconciling online payments with records from college bank accounts	3 days	Bursar Head, Internal Audit Unit
2	Confirmation of other charges paid through bank transfer	2 weeks because of bank statement.	Bursar Head, Internal Audit Unit
3	Issuance of official receipts for all revenue items	1 day	Bursar
4	Internal check on the revenue collection and records	2 days	Bursar Head, Internal Audit Unit
5	Production of students payment list	1 day	Bursar
6	Processing of students financial clearance	1 weeks	Bursar
7	Preparation of monthly revenue records with bank statements	Monthly	Bursar Head, Internal Audit unit

SECURITY UNIT

S/N	ACTIVITY/SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Checking of vehicles movements through the gates	5mins.	Security officers

2.	Investigation of activities (Timely detection and prevention of crime perpetrators)	Two weeks	Chief Security Officer
3.	Provision of feedback and intelligent report to the provost	Within 1 day (24hrs)	Chief Security Officer
4.	(a) Security guards provides physical surveillance.	24/7	Chief Security
	(b) Patrol of offices, departments, units, student's hostel, Projects and equipments in sites.	24/7	Officer
	(c) Active voice communication	24/7	Surveillance team.

IN-COMING CIRCULAR/MAILS

S/N	ACTIVITY/SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Collection of mails from post office and distributing same within the college environment.	Within 1 day	Office of the PRO
2.	Circulate and implement circulars from the state government and its MDAs	Within 3 days of receipt	Provost / Registrar

SPORTS

S/N	ACTIVITY / SERVICE OFFERED	TIME - FRAME	ACTION OFFICER(S)
1.	Mid-week sports for students	Minimum of 2 hours for training. Time: 3pm downward every Wednesday.	Director of sports
2.	Student's clearance	Only Students who are not indebted are cleared	Director of sports
3	Maintenance of sport environment	Sports field are to be cleared monthly	Director of sports / Director of works.

COLLEGE HEALTH SERVICE (MONDAY - FRIDAY)

S/N	ACTIVITY	TIME - FRAME	ACTION OFFICER (S)
1	Medical examination of students / staffs for registration	5 mins.	Director of Health services
2	Medical consultation	Consultation 10 – 15 mins	Director of Health Services
3	Treatment	Same day	Nurse(s)
4	Endorsement of prescription	Within 10 mins	Pharmacist
5	Appraisal of students request for suspension of studies, make up etc on health grounds	Same day	Director of Health services
6	Issuance of letter of referrals and college commitment	Same day	Director of Health services

AUDIT

S/N	ACTIVITY/SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Attending to request forms	2 days	Auditors
2.	Checking of purchase item/work done	30 minutes	Auditors

PROCUREMENT AND STORE

S/N	ACTIVITY / SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Treatment of	1 day	Admin. officer
2.	registration form Meeting staff and students needs	Needs met within 3 days	Procurement officer
3	Contractors deliver goods and services	Within 72 hrs	Procurement officer

PROJECT COMMITTEE

S/N	ACTIVITY / SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Students starts projects	2 weeks after second semester exam	Project director
2.	Projects are supervised	6 weeks	Supervisors and students
3.	1 copy to be submitted to library	Weeks after completion	HOD

**INFORMATION COMMUNICATION
TECHNOLOGY**

S/N	ACTIVITY / SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Job order form	Within 1 day	Director
2.	Staff training	Second semester break	Director
3.	Damaged systems to be taken to ICT	2 weeks before end of session	HOD
4.	Fixing of damaged systems	Second semester break	Director
5.	Registration of students online	Average of 2hrs	

PROVOST OFFICE

S/N	ACTIVITY / SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Treatment of mails	1 day	Provost
2.	Dispatching of Mails / Circular	1 day	Provost
3.	Collection of certificates	1 day	Provost

REGISTRAR OFFICE

S/N	ACTIVITY / SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Redeployment	After 3 years	Registrar
2.	Absenteeism	Queried after 5 times	Registrar
3.	Promotion letters treatment	2 weeks after council's approval	Registrar
4.	Mails / Correspondence	3 days of receipt	Registrar

LINKAGE AND GENDER ISSUES

S/N	ACTIVITY / SERVICE OFFERED	TIME - FRAME	ACTION OFFICER (S)
1.	Organises seminar and workshop periodically for staff / students.	Two times a year/session	Director
2.	Link the college community with development opportunities by sending out circulars	This is done within 24 hrs	Director

7.3 CUSTOMER OBLIGATIONS/ RESPONSIBILITIES

The college is obliged to a favourable environment for effective learning and teaching, and the conduct of examinations. It also provide basic and applied research that will produce a steady stream of graduates and professionals that will be opportune to enter the Educational sector and allied industries

to enhance the socio-economic impact of the sector on the nation. This desire can only be attained by working together with all our customers. Customers need to contribute their quota as shown in the under listed obligations.

- ▶ Treat staff courteously
- ▶ Respect adults as it is obtainable in our Nigerian culture
- ▶ Abide by the rules and regulations of the college
- ▶ Provide us with constructive suggestions and feedback we can rely on
- ▶ Tell us when we meet or did not meet their expectations
- ▶ Pay approved charges promptly
- ▶ Possess the prerequisite qualifications they claim
- ▶ Work with us to protect life and property and safeguard the public funds entrusted to us from fraud
- ▶ Be honest and reasonable when dealing with us
- ▶ Display appropriate work ethic, i.e. No fighting/quarrelling

- ▶ Shun all vices like cultism, rape, examination malpractice, smoking, drug use, abuse and others
- ▶ Use College facilities prudently and carefully
- ▶ Host communities to support activities of the college and apply whatever community based training project organised by the College to develop themselves
- ▶ Stakeholders' partnership aimed at providing infrastructure, instituting endowments, scholarships and awards.
- ▶ Private-Public-Partnership (PPP) with the College in the provision of essential amenities
- ▶ Put on appropriate dressing
- ▶ Improved funding from the government and international agencies
- ▶ Prompt release of funds for both capital and recurrent expenditure
- ▶ Parents/Guardians to join hands with the college to closely monitor the activities of their children/wards.
- ▶ Collaboration with students, staff exchange and research based linkage programmes and

training and retraining of staff and students to enhance the socio-economic impact of the sector and allied industries on the nation.

8.1 STAFF OBLIGATION

The college expects the following from the staff:

- ▶ Uphold integrity and confidentiality
- ▶ Be polite at all times
- ▶ Promptly carry out responsibilities
- ▶ Be committed and loyal to the college
- ▶ Make unionism devoid of political undertones and tribal sentiment
- ▶ Avoid tribalism and religious sentiments when discharging duties.

8.2 MANAGEMENT OBLIGATIONS

The management of the college is expected among others to:

- ▶ Maintain law and order on campus
- ▶ Provide conducive environment for fulfilling the college vision, mission and value statement

- ▶ Collaborate with industries and other developmental partners to bridge the gap between the college and the society
- ▶ Raise funds to complement government subventions
- ▶ Liaise with Alumni to enhance the image of the college
- ▶ Establish favourable relationship with communities around the college
- ▶ Develop and execute plans that will improve overall staff productivity and quality of service.

9. STAKEHOLDERS' PARTICIPATION

The stakeholders include students, members of staff and their dependents, parents/guardians, Alumni/ Alumnae, retirees, government, funding agencies, development partners, contractors and suppliers, e.t.c. They are expected to make definite commitment to the progress of the college in the following ways:

- ▶ Help staff and students to be of good behaviour.
- ▶ Provide information on how to advance the interest of the college both nationally and internationally.

- ▶ Discharge their responsibility to man in an honest and prompt manner that is void of tribal and political discrimination
- ▶ Formulate policies that will enhance productivity of staff and students.
- ▶ Establish endowments and scholarships for scholars, academic and service units.

10. SPECIAL NEEDS PROVISION

The college provides for the special needs of first year, final year and foreign students in the following ways:

- ▶ Priority allocation of accommodation for first year, foreign students and final year students
- ▶ Provision of facilities that will enhance friendly environment for all.
- ▶ Provision is made for the physically challenge students such as:
 1. They are to receive their lectures in special class rooms provided for them
 2. They are to access their special classrooms with their wheel chairs or cruses.

11. LIMITATIONS

The college faces the following challenges among others:

- Inadequate funding and relatively under-utilized capacity for internally generated revenue
- Inadequate municipal services especially electricity and water
- Inadequate equipment and facilities
- Low patronage from private sector
- Lack of interest for NCE programmes
- Lack of official cars for principal officers and some departments to ease the college business
- Poor academic background of some students
- Inadequate funding considering the peculiar nature of the College.
- Lack of hostel facilities
- College irregular lights
- Shortage of personnel.

12. REVIEW OF COEWA SERVICE CHARTER

- COEWA will regularly review this service charter as part of her on-going commitment to providing high quality customer services. We invite comments / suggestions from customers, stakeholders and staff as part of this review process.
- We shall publish information annually based on internal monitoring and review of the charter's effectiveness and external audit within the period.

13. GRIEVANCE REDRESS MECHANISMS

COEWA takes any complaint made against a member of staff/student, its service or its decisions very seriously. When a complaint has been made, the complainant has the right to have his or her concerns investigated and a full and prompt response given by SERVICOM.

A complaint may be made to the SERVICOM division about any matter connected with the exercise of the college functions or by anyone affected by the actions of the college or its employee.

This policy and the supporting procedure aim to:

- (a) Find out what happened

- (b) Satisfy the complainant that their concerns have been addressed and involve them in decisions about how their complaint was handled.
- (c) Make sure a complainant receive an apology where this is appropriate in line with the principles for remedy.
- (d) Take into account the outcome of any investigation from the complaints in order to improve on service delivery by the college
- (e) Ensure that no employee of the college is embarrassed by false complaints.

This policy and the supporting college complaint procedure have been written in accordance with the requirements of SERVICOM.

SERVICOM unit complaint 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 Focal officer.

- (i) ***Complaints Desk Officers Contacts:***
Tel.:09060484822, 08186231055

Email: servicom@coewarri.edu.ng

Website: www.servicom.coewarri.edu.ng

The Focal officer (**Dr. (Mrs) Agbajor, H . T**) For SERVICOM has been designated as the officer to manage the procedure for handling and considering complaints on behalf of the College. 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.

14. PROCEDURES FOR DEALING WITH COMPLAINTS

If you have complains, please contact the nearest SERVICOM windows:

LEVEL 1: COEWA SERVICOM Office:

*Focal Officer: Dr. (Mrs) Agbajor, H. T,
Room 1, Ground Floor, School of Language
Building, Opposite Uniben Building, College of
Education, Warri, Delta State. Tel.: 09060484822*

Complaint desk officers:

*Rooms 2 and 3, Ground Floor, School of Language
Building, Opposite Uniben Building, College of
Education, Warri, Delta State. Tel.: 08186231055*

- We are committed to acknowledge your complaint within two (2) working days
- We are committed to communicate our intended action within five (5) working days

- ❑ We will endeavour to resolve any complaint within three (3) weeks at most

If you are still unsatisfied or the complain is still unresolved, you can contact:

LEVEL 2:

Prof. (Mrs) Olire Mary Edema. FCSN, FICCON

Provost (Chief Executive Officer)
COLLEGE OF EDUCATION,
P.M.B. 1251, WARRI.
Email:provost@coewarri.edu.ng

If you are still unsatisfied or the complaint is still unresolved, you can contact:

LEVEL 3: N.C.C.E

PLOT 829 CADASTRAL ZONE A01,
RALPH SHODEINDE STREET,
PMB. 0394. GARKI, ABUJA.
Email: info@ncce.edu.ng
TEL: 092346531

If you are not satisfied or the complaint is still unresolved, you can contact:

LEVEL 4:

***SERVICOM COMPLAINTS MANAGER
(OFFICE)***

*NATIONAL CORDINATOR,
SERVICOM OFFICE,
FEDERAL SECRETARIAT COMPLEX,
PHASE III, ABUJA
Email: complaints@servicom.gov.ng;
TEL: 09-2910038, 09-2910037*

**THIS SERVICE CHARTER WILL BE
REVIEWED IN THE YEAR 2022**