



Ministry of Higher and Tertiary Education, Science and Technology Development

# Kwekwe Polytechnic

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## OUR CLIENT SERVICE CHARTER

We are dedicated to providing exceptional service to our clients. We aim to create a positive and supportive environment that promotes learning, growth and success with clients and stakeholders.

### Our Mission

To provide excellent client service by delivering relevant, accessible, and innovative solutions that meet the needs of our clients and stakeholders.

### Our Pledge

- Respect & Fairness
- Timeliness
- Accessibility
- Professionalism
- Continuous Improvement

### OUR OVERALL MANDATE IS TO:

- Provide training, academic support and guidance
- Career counselling and job placement services
- Library, research and innovation initiatives
- Promote the physical, social, mental and emotional wellbeing of our students and staff
- Offer customised programmes
- Foster a culture of collaboration and knowledge sharing

### SERVICE STANDARDS:

We aim to achieve client satisfaction through accountability and transparency. We shall respond timeously to client and stakeholder enquiries as we strive to provide quality goods and services. We will uphold privacy and confidentiality in accordance to applicable laws and regulations.

### FEEDBACK AND COMPLAINTS:

We are committed to addressing complaints promptly, fairly and confidentially. For your suggestions, compliments and complaints; contact: 05525-22991-3/0772 845 466.