



UNIVERSITY OF NAIROBI

FACULTY OF LAW

Standard Operating Procedure (SOP) for Managing Suggestion Boxes

1. Purpose

To establish a clear and efficient process for collecting, reviewing, evaluating, and implementing suggestions from internal and external customers through the suggestion box.

2. Scope

This SOP applies to all Faculty stakeholders who wish to submit suggestions, and to the designated personnel responsible for managing the suggestion box process.

3. Responsibilities

Role	Responsibility
Designated staff	Maintain the suggestion box, collect and log suggestions, coordinate review process.
Suggestion Review Committee	Review, evaluate, and decide on submitted suggestions.
Dean	Approve implementation of feasible suggestions.
All stake holders	Submit constructive, respectful, and relevant suggestions.

4. Procedure

4.1 Placement and Access

The clearly labeled suggestion boxes will be placed in a visible and easily accessible location.

4.2 Submission Guidelines

Suggestions may be submitted anonymously or with a name/contact (for follow-up or recognition).

4.3 Collection Frequency

- A designated member of staff in the Dean's office will open and collect suggestions weekly every Friday by 12 PM.
- Two individuals to be present during collection to ensure transparency.

4.4 Logging Suggestions

Each suggestion will be logged in a Suggestion Log Sheet, including: Date received, Summary of suggestion, submitted by (if not anonymous) and assigned a reference number

4.5 Review Process

- The Suggestion Review Committee chaired by the Faculty Registrar shall meet monthly to review suggestions.
- Suggestions will be categorized:
 - Quick wins (easy to implement)
 - Needs further evaluation
 - Not feasible

4.6 Feedback & Implementation

- A summary of reviewed suggestions and outcomes shall be shared as necessary.
- Feasible suggestions will be forwarded to relevant sections for implementation.
- Recognition shall be given for valuable suggestions by a way of acknowledgment.

5. Records Management

- Maintain all suggestion logs and committee meeting notes for at least **12 months**.
- Records shall be stored securely, with restricted access to ensure confidentiality.

6. Review and Improvements

- This SOP shall be reviewed **annually** or as needed to ensure effectiveness.
- Stakeholder feedback on the suggestion process is encouraged for continuous improvement.

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