

SERVICE CHARTER

DIRECTOR'S MESSAGE

By this service charter, the Council of Legal Education/Kenya School of Law commits and dedicates itself to diligently and unreservedly serve and deliver its vision and mandate to our stakeholders, development partners and the general public. We re-dedicate ourselves to live by our Motto and core values of: Integrity, Excellence, Client Orientation, Teamwork and partnership, Competence and Professionalism, and Transparency and Accountability!!

We invite our stakeholders, development partners and the public at large to hold us to account on the standards we have set for ourselves. Point out where we have gone wrong, positively criticize our actions and processes by offering suggestions on things we can do better. But where we have done well do not be shy or hesitate to complement us too.

I invite both Management and the staff of the Council of Legal Education /Kenya School of Law to live the commitments and values espoused in this document, our Service Charter.

Prof. W. Kulundu-Bitonye, EBS
DIRECTOR/CHIEF EXECUTIVE & SECRETARY,
COUNCIL OF LEGAL EDUCATION

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THE OBJECT OF THE SERVICE CHARTER

The purpose of this Service Charter is to enhance levels of awareness amongst Kenyans on our role, give insights on our core activities and values, and provide information on the range of services we offer, the standards we have set as well as our commitment to continuous improvement of services to satisfy or clients and stake holders in service delivery.

THE SERVICE CHARTER OUTLINE

1. Our Vision
2. Our Mission
3. Our Mandate
4. Our core functions
5. The School's core values
6. Our clients
7. What our School aims to do for its clients
8. Clients' responsibilities
9. Our Range of services

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10. Commitment to service delivery
11. Our standards
12. Amendment to this Charter
13. Customer feedback
14. Review of this charter
15. Contact details

OUR VISION

A preferred centre of excellence in professional legal training in the East African Region and beyond

OUR MISSION

To offer quality and practical legal training for professionals and other actors in the legal sector

OUR MANDATE

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To undertake practical training in law and other related disciplines for the professional development of lawyers and other actors in the legal sector.

OUR CORE FUNCTIONS

The core functions of the School include:

- Training of advocates for entry into legal
- Professional legal development via continuing Legal Education
- Provision of Paralegal
- Provision of customer tailored consultancies and research services.

OUR CORE VALUES

Our core values are:

- Integrity

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- Excellence
- Client Orientation
- Team Work and Partnership
- Competence and Professionalism
- Transparency and Accountability

OUR CLIENTS

Our clients include

- Law students
- Civil Society organizations
- Public and private sector agencies
- Academia and professional bodies

WHAT WE AIM TO DO FOR OUR CLIENTS

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We undertake to:

- Provide efficient and effective delivery of service
- Be accountable and transparent in our operations
- Embrace professionalism and integrity
- Offer quality and focused leadership
- Use resources prudently
- Ensure equity, fairness and justice
- Formulate policies which are for the good of the School and its clients

CLIENTS' RESPONSIBILITIES

You can help us to provide reliable and efficient services by:

- Engaging us in constructive criticism
- Giving us ideas on national and international trends in legal education
- Participating in our programmes and committees

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OUR RANGE OF SERVICES

We will provide the following services:

- Training of advocates
- Training of Paralegal Personnel
- Delivery of consultancy services to corporate clients
- Delivery of continuing education to practicing members of the Bar and the Bench

COMMITMENT TO SERVICE DELIVERY

In service delivery, we commit ourselves to:

- Provide leadership in offering effective and efficient services to clients
- Offer services in a transparent and accountable manner
- Uphold and respect all clients and encourage participative and consultative interaction

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- Encourage all clients and stake holders to offer ideas freely on how best to improve training and education service delivery
- Be friendly, approachable and professional
- Respond quickly and efficiently to requests for service
- Answer telephone calls quickly and help people who use our facilities
- Respond promptly to all enquiries about our services
- Correct things promptly when they have gone wrong, and learn from complaints
- Consult clients regularly and take account of their comments
- Promote equality and fair treatment of staff and clients
- Aim to continuously improve our services for our clients
- Ensure zero tolerance to corruption
- Apply best management practices
- Welcome complaints and suggestions
- Ensure efficient and effective service delivery

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OUR STANDARDS

The School is committed to meeting the needs of our clients in a professional manner. You should expect the following standards from us:

Service for all

We provide services that are accessible to all and will ensure that the School premises are accessible to every client. We will also ensure that privacy and dignity are fully respected.

Clear and concise information:

We will inform the clients about our services and facilities and how to use them effectively. We will also aim to ensure that the information is easy to read and is comprehensive.

Courteous service

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We will provide a polite and welcoming service and will deal with your enquiry promptly. Confidentiality will be respected.

Answering the telephone:

We undertake to answer all calls within 20 seconds of the first ring.

Dealing with queries

We will respond to all queries, written correspondence and e-mails within five (5) working days of receipt. If the subject matter is more complex and requires greater attention, we will contact you to explain the reason for the delay and, where possible, say when a response should be available. If prolonged investigations are needed, we will inform you of the progress within 5 working days.

REDRESS MECHANISM

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In case where service delivery is deemed ineffective, redress may be sought amicably and with mutual understanding. Expressions of complaints or dissatisfaction may be brought to the attention of the Director and Chief Executive or any other responsible officer through:

- Letter
- Face to face
- Telephone call
- Fax message
- An e-mail message

In all cases, communication must be clear with indication of circumstances and critical facts. Our clients are however, encouraged to identify themselves to avoid difficulties in handling anonymous complaints.

CUSTOMER FEEDBACK

- The School welcomes clients feedback and suggestions for improvement

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- Your feedback will help us to review and update this charter as required.
- Customer feedback should be directed to the Director/Chief Executive

REVIEW OF THIS CHARTER

Due to changing global trends, we will, in consultation with our clients and other stakeholders subject this charter to review and amendments as and when necessary with a view to ensuring sustainability of efficiency and effectiveness in service delivery.

OUR CONTACT DETAILS

Kenya School of Law is located along Langata-South Road, Karen.

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