

CONSUMER COMPLAINTS FOR FOOD & WATER – 2021

S/No.	COMPLAINTS NO. (YR/SERIAL NO./DIRECTORATE)	DATE RECEIVED/BY(NAME)	SOURCE	MODE OF COMPLAINTS	ROOT CAUSE INVESTIGATION	CORRECTIVE ACTION	STATUS (OPEN OR CLOSE)	DATE OF CLOSURE	REMARKS
1	2021/CCF/001/PVPMS	08/01/2021 (Chioma Ebibi)	Walk-in	Written	MILCOPAL Sweetened Yoghurt 1L The product was allegedly contaminated upon opening, even though it is not yet expired. PD: 06/01/21; BB: 27/01/21	An investigation was carried out at the address of purchase (10/01/21). The retailer was invited for a consultative meeting with the DD i/c (PV/PMS) 11/01/21. From discussions with both the complainant and the retailer, it appeared that the cold chain for the product was unintentionally broken by either of them, although it could not be ascertained by whom. Both settled amicably.	CLOSED	12/01/2021	
2	2021/CCF/002/PVPMS	28/01/2021 (Hannatu Odekunle)	Walk-in	Written	MATRIX 1896 Zlator Vodka (Chocolate) 700ml Alleged sale of expired product by the retailer. The only date on the product is 03.07.2021; it is not specified if this is a manufacturing or expiry date. The product has no batch number. *It is doubtful that this product expires, as it contains 38% Alc /vol	Investigation was carried out at the address of purchase (09/02/21). The complaint product was in stock. The Manager of the facility was invited for a meeting with the DD i/c(PV/PMS). Careful observation shows that the date shown on the bottle is the production date, and not the expiry date.	CLOSED	06/05/21	
3	2021/CCF/003/PVPMS	04/02/2021 (Director's Office)	PV/PMS Lagos Office	Email	Oya Non-dairy Creamer The product does not conform to NAFDAC's specifications for non-dairy creamers	The complaint was redirected to PV/PMS Lagos to liaise with R&R (Food) and take regulatory action (04/02/21)	CLOSED	04/02/2021	
4	2021/CCF/004/PVPMS	11/02/2021	Walk-in	Written	Bama Mayonnaise	The complaint product was sampled and	Closed	11/02/2021	

- Complaints unresolved due to insufficient information by complainants will be closed after one (1) month, after all efforts to extract such information have failed
- Efforts should be made to conclude all investigations in at most three (3) months from the date when complaint was made

CONSUMER COMPLAINTS FOR FOOD & WATER – 2021

		(Director's Office)			The product allegedly had an offensive taste.	sent to the laboratory for analysis. The laboratory report of analysis indicated that the sample is unsatisfactory as the fat content is lower than stated. The complaint was forwarded to Southwest Zone/ Ogun State for further regulatory action.			
5	2021/CCF/005/PVPMS	11/02/2021 (Hannatu Odekunle)	Walk-in	Written	Peak Milk Instant Filled Several samples of the product from different batches were curdled even though they are yet to expire	Samples of the complaint batch were purchased and sent to the laboratory for analysis (16/02/21). Report of laboratory analysis shows that the product is satisfactory	Closed	22/07/2021	
6	2021/CCF/006/PVPMS	18/02/2021 (Hannatu Odekunle)	Walk-in	Written	Kelita Choco cube 13.75g (x5 pieces) The product allegedly tastes like insecticide. The product is a look-alike of Choco Milo. The product has no batch number or date markings, and no NRN. The product has no verifiable manufacturer's address; it reads 'Made in China'.	It was impossible to carry out an investigation as the product was purchased from a mobile hawker. The complainant was therefore sensitized on: <ol style="list-style-type: none"> 1. Carefully scrutinizing regulated products before purchase. 2. Avoiding purchase of regulated products from mobile or untraceable hawkers. The complaint was forwarded to PMS for surveillance activities.	Closed	18/02/2021	
7	2021/CCF/007/PVPMS	24/02/2021 (Mrs. K. Abioye)	Walk-in	Verbal	LEGEND 2-in-1 Ginger Instant Drink with Lemon Grass 18g x 10 (180g) Product has no NRN, batch number and manufacturer's address.	The complaint was forwarded to PMS for further action/ surveillance activities.	Closed	24/02/2021	

- Complaints unresolved due to insufficient information by complainants will be closed after one (1) month, after all efforts to extract such information have failed
- Efforts should be made to conclude all investigations in at most three (3) months from the date when complaint was made

CONSUMER COMPLAINTS FOR FOOD & WATER – 2021

					*The complainant did not provide a receipt of purchase, but claimed the product is 'everywhere'.				
8	2021/CCF/008/PVPMS	30/03/2021 (PV/PMS Lagos)	PVPMS Lagos	email	MZ Diamond Table Water (555ml) bottle The product allegedly has a taste.	The complainant was contacted to supply the receipt/invoice of purchase (30/03/21). A reminder was sent to the complainant to supply the receipt/invoice of purchase (01/04/21). Another reminder was sent to the complainant to supply the receipt/invoice of purchase (07/04/21). The complaint was forwarded to FCT office for further regulatory action (08/04/21). Report received from FCT Office. The producer was sanctioned.	Closed	22/06/2021	
9	2021/CCF/009/PVPMS	25/05/2021 (Reforms Unit)	Reforms Unit	Email	INDOMIE Instant Noodles, Chicken Flavour 70g The complainant allegedly discovered a cut and sellotaped spice sachet upon opening a pack that was not previously tampered with.	The Reforms Unit and the complainant were contacted to provide the receipt of purchase, the product details and/or the complaint product itself (01/06/2021). The complainant supplied the complaint product (02/06)/2021). However, all product details had faded on the packaging. The complainant was requested to provide the product details again, which he said he would (08/06/2021). A reminder was sent to the complainant	Closed	30/11/2021	

- Complaints unresolved due to insufficient information by complainants will be closed after one (1) month, after all efforts to extract such information have failed
- Efforts should be made to conclude all investigations in at most three (3) months from the date when complaint was made

CONSUMER COMPLAINTS FOR FOOD & WATER – 2021

						to provide product details of the complaint product (09/06/2021). The complaint was forwarded to PV/PMS Office, Lagos (07/09/2021). Upon receipt of the report from PV/PMS Office Lagos, the complaint was forwarded to FSAN for further regulatory action.			
10	2021/CCF/010/PVPMS	21/06/2021 (Ms. Shifau Bello)	Walk-in	Written	Peniel Table Water (Dispenser) 20L The product allegedly contains fungi and spirogyra	The complaint was forwarded to FCT office for further regulatory action (22/06/2021). A reminder was sent to FCT office enquiring on actions taken (09/09/2021).	CLOSED	22/06/2021	
11	2021/CCF/011/PVPMS	21/06/2021 (Mrs. Abimbola Balogun)	Walk-in	Written	Legend's Bite Peanut Brittle The product allegedly caused food poisoning after consumption	The complaint was forwarded to PMS for further regulatory action (03/08/2021)	CLOSED	03/08/2021	
12	2021/CCF/012/PVPMS	23/06/2021 (Mrs. Hannatu Odekunle)	Walk-in	Verbal/written	Bama Real Mayonnaise - The product has a strange rancid odour and taste. There is growth on the surface of the product even though it is not expired	The complaint was forwarded to Southwest Zone/Ondo State office for further regulatory action.			ONGOING
13	2021/CCF/013/PVPMS	27/09/2021 Mrs. E. E. Okereafor	Walk-in	written	Famous Amos Chocolate Chip Cookies Product has no NRN, BN and date markings	Investigation was carried out at the address of purchase Complaint product was found in stock. The manager of the facility was invited for a meeting with the DD i/c PV/PMS and directed to provide invoice of supply for the complaint product.	Closed	17/11/2021	

- Complaints unresolved due to insufficient information by complainants will be closed after one (1) month, after all efforts to extract such information have failed
- Efforts should be made to conclude all investigations in at most three (3) months from the date when complaint was made

CONSUMER COMPLAINTS FOR FOOD & WATER – 2021

						<p>The facility forfeited the remaining samples of the implicated product to the Agency.</p> <p>The manager was directed to write an undertaking for the facility to desist from stocking and selling unregistered products or face the consequences.</p> <p>A warning letter was issued to the facility to desist from stocking and selling unregistered products.</p> <p>The complaint and details of the supplier (invoice of supply) were forwarded to PMS for further action.</p>			
14	2021/CCF/014/PVPMS	12/10/2021 (Mrs. Hannatu Odekunle)	Walk-in	Written	Ellyn Table Water 75cl Spirogyra present in the water	The complaint was forwarded to Nasarawa State Office for further regulatory action (12/10/2021).	Closed	14/10/2021	
15	2021/CCF/015/PVPMS	25/10/2021 (Mrs. Abimbola Balogun)	Walk-in	Written	Goldenvita 2.5kg The product contains weevils even though it is yet to expire.		Open		
16	2021/CCF/016/PVPMS	09/11/2021 (Mrs. Hannatu Odekunle)	Walk-in	Written	Gino Tomato Mix (70g sachet) The sachet is swollen turgid even though the product has not expired.	<p>The complainant could not remember the address of purchase and had no receipt of purchase. She promised to get the information and provide it.</p> <p>Complainant provided the address of purchase.</p> <p>Investigation was carried out at the address of purchase.</p> <p>The implicated batch was not found in stock.</p>	Closed	03/12/2021	

- Complaints unresolved due to insufficient information by complainants will be closed after one (1) month, after all efforts to extract such information have failed
- Efforts should be made to conclude all investigations in at most three (3) months from the date when complaint was made

CONSUMER COMPLAINTS FOR FOOD & WATER – 2021

						The implicated batch was also out of stock with the supplier			
17	2021/CCF/017/PVPMS	22/11/2021 (Mrs. Abimbola Balogun)	DG's office	Letter	Three Crowns skimmed milk (tin) The product was allegedly congealed upon opening even though it was yet to expire.	No batch details were provided by the complainant. The complainant was contacted to provide the missing details, but he said he would prefer to deal with another office. Several attempts were made by another officer to contact complainant, but he is not answering his phone (10/12/2021).	Closed	31/01/2022	The complainant was unwilling to provide information to officers to investigate the complainant. He has also not responded to several calls after the initial contact of requesting for details.
18	2021/CCF/018/PVPMS	10/12/2021 (Mrs. Kehinde Abioye)	Walk-in	Written	Dano Cool Cow Instant Filled Milk Powder 12g Product was already expired, and the expiry date was tampered with (revalidated).	The complaint was forwarded to PMS for further regulatory action.	Closed	10/12/2021	

- Complaints unresolved due to insufficient information by complainants will be closed after one (1) month, after all efforts to extract such information have failed
- Efforts should be made to conclude all investigations in at most three (3) months from the date when complaint was made