

CONSUMER COMPLAINTS FOR COSMETICS & CHEMICALS – 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/CCC/001/PVPMS	26/01/2021	DG's Office	Letter	<p>MEGA GROWTH Relaxer Kit</p> <p>The complainant was sold an expired product whose date was tampered with. A new date was superimposed on the old one.</p>	<p>Investigation was carried out at the address of purchase.</p> <p>The Manager was invited for a meeting with the DD i/c (PV/PMS) and asked to come along with the remaining defective products (2) and the invoice of purchase/supply.</p> <p>Mystery surveillance was carried out at several pharmacies and supermarkets. The defective product was not found in stock at any.</p> <p>The invoice of purchase indicates that the complaint product was supplied by a distributor in Lagos.</p> <p>The complaint was forwarded to PV/PMS Lagos for further regulatory action (16/02/21).</p> <p>An interim feedback letter was sent to the complainant updating her on the progress of the investigation (16/02/21)</p>	CLOSED	16/02/21	
2	2021/CCC/002/PVPMS	10/05/2021 Director's Office	DG's Office	Letter	<p>Extreme Glow Strong Lightening Beauty Milk 500ml</p> <p>The product allegedly has an offensive odour</p>	<p>Mystery investigation was carried out at the retail outlet (11/05/2021).</p> <p>The product was found in stock.</p> <p>The product has no NAFDAC number</p> <p>The complaint was forwarded to PMS for further regulatory action.</p>	CLOSED	17/06/2021	
3	2021/CCC/003/PVPMS	09/09/2021 Hannatu Odekunle	Walk-in	Written	<p>Pharmadelphia Hand Sanitizer Spray 100ml.</p>	<p>The complaint was forwarded to FCT Office for further regulatory action.</p>	CLOSED	09/09/2021	

- 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

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					The product is unregistered; there are also no batch details and manufacturer’s address on the label.				
4	2021/CCC/004/PVPMS	09/09/2021 Hannatu Odekunle	Walk-in	Written	Handy Hand Sanitizer Spray (70% solution) 100ml. The product is unregistered and imported.	The complaint was forwarded to PMS for surveillance and other regulatory action.	CLOSED	09/09/2021	

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- Efforts should be made to conclude all investigations in at most three (3) months from the date when complaint was made