National Agency for Food & Drug Administration & Control

(NAFDAC)

Quality Management System

GUIDELINES FOR COMPLAINTS AND APPEALS AGAINST REGULATORY DECISIONS
1.0. **General**

1.1.1. These Guidelines are for the interest of the general public, NAFDAC clients or stakeholders who wish to make a complaint or make an appeal in the case of a regulatory decision regarding products and/or issues relating to NAFDAC regulated products.

2.0. **Complaints**

2.1.1. All complaints related to NAFDAC regulated products or regulatory decisions should be made via a Complaint Form filled and submitted on the Agency’s website: www.nafdac.gov.ng; via e-mail to: reforms@nafdac.gov.ng; or written letter on company’s letter head paper addressed to: SERVICOM Desk, Reforms Unit, ATTENTION: Head of Reforms Unit, Plot 2032, Olusegun Obasanjo Way, Wuse Zone 7, Abuja.

3.0. **Appeal**

3.1.1. A letter of appeal regarding a regulatory decision, accompanied by supporting documents/information (if any), should be made on the company’s letter head paper to: The Director-General (NAFDAC), National Agency for Food and Drug Administration and Control (NAFDAC), Plot 2032, Olusegun Obasanjo Way, Wuse Zone 7, Abuja; or via e-mail to: nafdac@nafdac.gov.ng.

3.1.2. An appeal must be lodged within thirty (30) working days of receipt of notification of a regulatory decision.

4.0. **Correspondence**

4.1.1. The correspondence for complaints and appeals should clearly state the following, where applicable:

4.1.1.1. Name of person(s)/company(ies)

4.1.1.2. Complaints being made

4.1.1.3. Phone numbers

4.1.1.4. Contact address and valid e-mail

4.1.1.5. Evidence to support complaint

4.1.1.6. Reasons for appeal

4.1.1.7. Any relevant supporting documents

NAFDAC website: www.nafdac.gov.ng

E-mail: nafdac@nafdac.gov.ng

Telephone no.: +234-1-4772452

Telephone no (Complaints): +234(0)909-763-0506, +234(0)909-763-0507