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**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 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. All complaints and appeals are acknowledged and dealt with fairly, efficiently and effectively. Confidentiality will be maintained at all times.

## **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](http://www.nafdac.gov.ng) ; via e-mail to: [reforms@nafdac.gov.ng](mailto: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**

An appeal arises when a person is not satisfied with a decision made as a result of an enquiry or a complaint. If a complainant is dissatisfied with the outcome of their formal complaint they may lodge an appeal against the decision.

- 3.1 An escalation step is open when a person associated with complaint is dissatisfied with an adverse decision.
- 3.1.1 A letter of appeal regarding a regulatory decision, should be accompanied by supporting documents/ information (if any) on the company's letter head and should include the following: Name of person(s)/company(ies), Complaints being made, Phone numbers, Contact address and valid e-mail, Evidence to support complaint, Reasons for appeal and any relevant supporting documents
- 3.1.2 The appeal should be addressed to 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 [reforms@nafdac.gov.ng](mailto:reforms@nafdac.gov.ng)
- 3.2 An appeal must be lodged within thirty (30) working days of receipt of notification of a regulatory decision.

#### 4.0 Escalation mechanism:

The Reforms Unit acknowledges receipt of the customer complaint or appeal within **24 hours** of receiving it and immediately conveys a resolution of such complaint/ appeal to the complainant where the Staff has first-hand knowledge.

4.1.1 The Reforms Unit escalates the complaint or appeal within **2 Working days** to the appropriate technical Directorate/formation for investigation to be carried out.

4.1.2 **Action/Resolution** should be reverted to the Reforms Unit on or before the expiration of **10 working days**. In case of an appeal where further investigation is required or initial investigation could not be completed within the **10 working days** 'timelines, it is extended to **15 working days** for feedback to be received by the Reforms Unit.

4.1.3. At the conclusion of the investigation, the Directorate/formation should forward the report via memo and/or email to the Reforms Unit. The Reforms Unit should send the **feedback** to the complainant. The Reforms Unit should close the case and update the Complaints **Log**.

#### 5.0 Responsibility

During the course of investigation into a complaint or appeal, it is the **responsibility** of the complainant to provide adequate information to enable NAFDAC to conduct the investigation; likewise, it is the **responsibility** of NAFDAC to conduct the investigation once adequate information is available and convey feedback/resolution to the complainant.

#### 6.0 Correspondence

- a) Reforms Unit Telephone – 09097630506, 0909763050, 0800-1-623322
- b) Reforms Unit Email - [reforms@nafdac.gov.ng](mailto:reforms@nafdac.gov.ng)
- c) Facebook: Nafdac Nigeria
- d) d) Twitter: @NafdacAgency
- e) e) Instagram: nafdac\_ng