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; 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

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

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
c) Facebook: Nafdac Nigeria
d) d) Twitter: @NafdacAgency
e) e) Instagram: nafdac_ng