

Effective Date: 22nd JUNE, 2020.
Review Date :21st JUNE, 2025.

Doc. Ref No: RFM-020-01



National Agency for Food & Drug Administration & Control (NAFDAC)

Reforms Unit (RFM)

GUIDELINES FOR COMPLAINTS RESOLUTION

National Agency for Food and Drug Administration and Control (NAFDAC)

NAFDAC is the food and drug regulatory Agency in Nigeria which was established by Decree 15 of 1993 as amended by Decree 19 of 1999, and now the NAFDAC Act Cap N1 Laws of the Federation of Nigeria (LFN) 2004.

The Agency is a scientific organization whose mandate is to regulate and control the manufacture, importation, exportation, distribution, advertisement, sale and use of Food, Drugs, Cosmetics, medical Devices, packaged Water, Chemicals and detergents (collectively known as regulated products). NAFDAC is a service oriented Agency that ensures customer satisfaction,

Reforms Unit is responsible for receiving, escalating and sending feedback on internal and external complaints in NAFDAC.

The availability of the Reforms Unit Customer Service (CS) structure is 8:00 am – 4:00 pm, Monday – Friday.

1. INTERNAL COMPLAINTS:

These are grievances from Staff of NAFDAC which include unjust dismissal, non-payment of salary, pension issues, etc as may be found in the Public Service Rules (PSR)

Escalation mechanism:

- The Reforms Unit acknowledges receipt of the complaint within **2 working days** of receiving it and immediately conveys a resolution of such complaint to the complainant where the Staff has first-hand knowledge.

- The Reforms Unit escalates the complaint within **2 working days** to Admin & Human Resources Directorate for **investigation** to be carried out.

- Action/resolution** should be reverted to the Reforms Unit on or before the expiration of **10 working days**. Where further investigation is required or initial investigation could not be completed within the **10 working days' timeline**, it is extended to **30 working days** for feedback to be received by the Reforms Unit.
- Where the Admin & Human Resource Directorate requires further information, it is the responsibility of the complainant to provide such information to the Directorate timely to enable them carry out the investigation within the set timeline.
- At the conclusion of the investigation, the A&HRM should forward via memo and/or email, the investigation report (resolution) to the Reforms Unit.
- The Reforms Unit should send the **feedback** to the complainant.
- The Reforms Unit should close the case and update **Complaints Log** (Annexure 08 of NAFDAC SOP REF. NO.: NAFDAC-QMS-010-00) with this information.

2. EXTERNAL COMPLAINTS:

These are grievances from customers and stakeholders of NAFDAC which include delay in product registration, report of production of unwholesome regulated products, fraud, etc.

Escalation mechanism:

- The Reforms Unit acknowledges receipt of the customer complaint within **24 hours** of receiving it and immediately conveys a resolution of such complaint to the complainant where the Staff has first-hand knowledge.
- The Reforms Unit escalates the complaint within **2 working days** to the appropriate technical Directorate/formation for investigation to be carried out.

- Action/resolution** should be reverted to the Reforms Unit on or before the expiration of **10 working days**. Where further investigation is required or initial investigation could not be completed within the **10 working days'** timeline, it is extended to **30 working days** for feedback to be received by the Reforms Unit.
- Where the Directorate/formation requires further information, it is the responsibility of the complainant to provide such information to the Directorate/formation timely to enable them carry out the investigation within the set timeline.
- At the conclusion of the investigation, the Directorate/formation should forward via memo and/or email, the investigation report 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** (Annexure 08 of NAFDAC SOP REF. NO.:NAFDAC-QMS-010-00) with this information.
- The Reforms Unit should update the NAFDAC Sharepoint with the information in the Complaints Log and also forward same to the Head, ICT Unit to be **published** on the NAFDAC website; this should be done on a quarterly basis.

NOTE 1): During the course of investigation into a complaint, it is the **responsibility** of the complainant to provide adequate information to enable NAFDAC 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.

2) After all cases dealt with have been closed as per above, comprehensive reports of all cases handled are put together by the Reforms Unit and analyzed appropriately after which it is sent to the management for planning and necessary action.

For Complaints: -

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

ON-LINE CUSTOMER SATISFACTION SURVEY

This refers to the Customer Satisfaction Survey which is publicized on the NAFDAC website to enable the Agency improve on its regulatory and control services to clients and other members of the public.

- The Reforms Unit should liaise with the IT Unit to assemble data from the Customer Satisfaction Survey uploaded on the NAFDAC website.
- Once the data is collated, the Reforms Unit should forward same on a quarterly basis (every 3 months) to the PRS Directorate basis to carry out a qualitative data analysis and interpretation.
- The Reforms Unit should receive report of the analysis within **10 working days**.
- The Reforms Unit should submit the report of analysis with relevant recommendations to the Director-General NAFDAC.