

# **COMPLAINTS PROCESS FOR**

Grievance Redress Mechanism (GRM) for Traders Established including SMS/Hotline for Reporting and Redress.

## **1 Principles of the Complaints Process**

- The Complaints process is for people seeking satisfactory resolution of their complaints for traders in Benue States
- This Process is consistent with Ease of Doing Business in the State.
- The mechanism will ensure the following:
  - i. The basic rights and interests of every person affected by Harassment and unauthorized payments.
  - ii. Their concerns arising from the poor performance on Ease of Doing Business must be timely addressed

## **2 How to get in Touch:**

Anyone can make a complaint or grievance, ask for information on trade related matters or get in touch for any reason. Complaints can be anonymous. The various ways to get in touch are:

1. By Phone: 07031860427 Office
2. email: [info@be-mti.com.ng](mailto:info@be-mti.com.ng)
3. By Mail: Benue State Secretariat P.M.B.102027 Makurdi
4. In person: 2nd Floor, Ministry of Commerce and Industry Benue State Secretariat to Bar. Onuh Sunday or put in complaints/suggestion box.
5. Website: [www.be-mti.com.ng](http://www.be-mti.com.ng)

This information, and a brief summary of the process for answering queries and managing grievances, will be published on the Ministry of Commerce and Industry website.

## **3 Roles and Responsibilities:**

*The following are persons involved in the complaints process and their supporting roles and responsibilities.*

1. Person who will manage the database and record keeping  
**Gbatsorun Henry Terhemba** in the Ministry of Commerce and Industry.

2. Person who will answer simple queries and manage simple complaints: **Mr. Asongo Stephen.**
3. Person who will manage difficult complaints or grievances: **Mr. Egbe Emmanuel.**
4. Person who will prepare report for Ministry of Commerce and Industry: **Mrs. Judith Doo Adaba.**
5. Grievance Committee will be formed on an ad hoc basis for complex or significant grievance management. This will be made up of appropriate senior officials.

### **THE COMPLAINTS PROCESS:**

- 1) All complaints or grievances are entered into an assigned database that tracks progress of each complaint/grievance. Complaints records (letter, email, record of conversation) are stored together, electronically or in hard copy.
- 2) Each complaint/grievance is assigned a specific person responsible for close out.
- 3) Each complaint or grievance will have a plan for addressing and closing out they can address issues on site as remedies any damage, pays compensation for damage or loss, etc. required
  - a. Use of community leaders and customary methods of conflict resolution is encouraged if necessary and appropriate when an issue emerges.
  - b. If an issue/complaint cannot be resolved on site, it is elevated to the ad hoc Grievance Committee.
  - e. If a resolution cannot be found through the Grievance Committee, the next course of action is the courts or mediator.
- 4) All simple complaints and grievances must aim to be closed out within 1 month. Complex complaints should aim to be closed out within 3 months or deferred to the Grievance Committee.
- 5) All complainants have the right to use the courts any time to seek resolution.
- 6) The Hon. commissioner will make adjustments to consultations, the GRM, community engagement as necessary to avoid future complaints and grievances.

## **Reporting and Evaluation**

- 1) Complaints shall be reported in the Ministry of Commerce and Industry. contain:
  - a. Total number of complaints / grievances received
  - b. Total number resolved.
  - c. Total number under investigation / not yet resolved.
  - d. Total number not yet resolved and also exceeds the recommended close out time of 1 month or 3 months.
  - e. Short paragraph on any significant grievances currently not yet resolved and any complaint implemented.
- 2) If there are more than 30 complaints / grievances recorded, the Unit head may decide to investigate any patterns or repetition of issues that need addressing.

The Unit head may decide to get an independent consultant to review and provide advice.

## **GRIEVANCE REDRESS MECHANISM (GRM) COMPLAINT TEMPLATE FOR TRADERS.**

1. Complainant Name.....
2. Contact Details: email.....Phone No.....
3. Vehicle Number .....
4. Date of Complaint.....
5. Type of Complaint.....  
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6. Responsible MDA.....
7. Description of Complaint (Harassment, unauthorize payment and other in-kind request)  
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8. Attached of relevant evidence.....  
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9. Amount Lost.....
- 10.Name of responsible party.....
- 11.Date of response to complaint.....

## **GRIEVANCE REDRESS MECHANISM (GRM) REDRESS TEMPLATE FOR TRADERS.**

1. Name of Exporter/ Trader.....
2. Contact Details .....
3. Date of Complaint.....
4. Type of Complaint.....
5. Status of Incident (open, ongoing investigation resolved) .....  
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6. MDA Working on case.....  
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7. Date of Response.....
8. Solvency Mechanism.....
9. Action of Redress.....  
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## **GRIEVANCE REDRESS MECHANISM (GRM) HOTLINE/SMS REPORTING SYSTEM.**

You can call or text message on the below phone numbers for redress.

1. **Bar. Sunday Onuh** **08060119744.**
2. **Gbatsorun Henry Terhemba** **07031860427.**

## **GRIEVANCE REDRESS MECHANISM (GRM) TEAM.**

<b>S/N</b>	<b>NAME</b>	<b>DESIGNATION</b>	<b>PHONE NO.</b>
<b>1.</b>	<b>Bar. Sunday Onuh</b>	<b>Unit Head</b>	<b>08060119744</b>
<b>2.</b>	<b>Egbe Emmanuel</b>	<b>Member</b>	<b>08089603340</b>
<b>3.</b>	<b>Asongo Stephen</b>	<b>Member</b>	<b>09076666224</b>
<b>4.</b>	<b>Gbatsorun Henry T.</b>	<b>Member</b>	<b>07031860427</b>