



MINISTRY OF COMMERCE, TRADE AND INVESTMENT

STATE SECRETARIAT, OWERRI

**Service Level Agreement (SLA) on how complaints logged on the GRM
will be handled**

GENERAL PROVISION

**All complaints will be resolved with great sense of transparency and professionalism.
Confidentiality of information received from complainants will be protected.**

ADMINISTRATION OF COMPLAINTS

- a. The service care unit will establish contact with the complainant.**
- b. He will Schedule physical meeting where it is necessary to do that, especially where resolution will involve paper work or other related matters**
- c. The complaints resolution will be in line with Ministry GRM Template.**

COMPLAINANTS DUTIES

- Complaints are required to make available verifiable contact addresses, including phone numbers, emails etc**
- Complainants should endeavor to attend physical meetings at the Ministry Secretariat where the need arises**

TIMEFRAME

All complaints will be resolved within 14 days of receipt

SIGNED

Hon Commissioner, Ministry of Trade and Investment