



**MINISTRY OF COMMERCE AND INDUSTRY
STATE SECRETARIAT COMPLEX, LOKOJA**

**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

**For: Honourable Commissioner,
Plateau State Ministry of Commerce and Industry**