**ABIA STATE GOVERNMENT OF NIGERIA**

**MINISTRY OF COMMERCE, TRADE AND INVESTMENT**

**EGRIEVANCE REDRESS MECHANISM RESOLUTION TEMPLATE**

Central Grievance Redress Mechanism Processing center

Responsible Officer: Permanent Sec

Timeline: 14days

GRM platform

EMAIL

WALK-IN

TELEPHONE

SOCIAL MEDIA PLATFORM

Acknowledge complaint and provide feedback

Officer PO 1

Timeline: 4days

Acknowledge complaint and redirect to appropriate MDA

Responsible officer: CO1

Timeline: 2 days

close

Final decision from appeal communicated to complainant

Officer; CO11

Timeline: 2 days

Appeal officer review decision in line with GRM FW

Appeal officer: Commissioner

Timeline : 5days

Appeal process

close

Resolve complaint, and state options for appeal if unsatisfied

Officer: CO1

Timeline: 4dats

Investigate complaint in line with SLA

Officer: SCO

Timeline: 4days

Acknowledge complaint and provide Time line

Office: PCO

Timeline: 2 days

Close

Complaint relevant to state but relates to another MDA

Responsible officer: HOD Investment

Timeline: 7days

Complaints not within the state BEE/MDA GRM framework

Responsible officer: HOD Produce

Timeline: 7days

Complaint within the BEE and /MDA GRM framework

Responsible Officer: HOD commerce

Timeline: 10days

RADION/TV COMPLAINTS