

**MINISTRY OF TRADE AND INVESTMENT**

**STATE SECRETARIAT, STATE SECRETARIAT UMUAHIA**

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**

1. **The service care unit will establish contact with the complainant.**
2. **He will Schedule physical meeting where it is necessary to do that, especially where resolution will involve paper work or other related matters**
3. **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**