



# **ADAMAWA STATE MINISTRY OF TRANSPORTATION**

## **QUARTERLY COMPLAINT MANAGEMENT REPORT**

**Q3 2025 (July – September 2025)**

## 1. Overview of Complaints

In the third quarter of 2025, the Adamawa State Ministry of Transport recorded a further reduction in the number of complaints received, reflecting the effectiveness of improved coordination with transport unions, clearer communication of approved fares and levies, and better planning of enforcement activities introduced earlier in the year.

Complaints during the quarter were received mainly through online feedback channels and referrals from transport unions, with fewer walk-in submissions at motor parks.

### Summary of Complaints (Q3 2025):

- **Total Complaints Received:** 10
- **Resolved:** 9
- **Unresolved:** 1
- **Pending / Under Verification:** 0

## 2. Nature of Complaints

Complaints received during Q3 2025 were largely routine, procedural, and preventive in nature:

- **Motor Park Operations and Scheduling (3 cases):**  
Enquiries and minor complaints relating to loading schedules and queue management during peak travel periods.
- **Fare and Levy Confirmation Requests (3 cases):**  
Requests for confirmation of approved fares and levy structures, particularly on inter-city routes.
- **Enforcement Coordination Follow-ups (2 cases):**  
Clarifications relating to enforcement timing and compliance checks.
- **Service Quality and Safety Follow-ups (2 cases):**  
Follow-up complaints regarding previously reported service quality or safety concerns.

No complaints relating to harassment, misconduct, or unauthorised levies were recorded during the quarter.

### **3. Corrective and Preventive Actions Taken**

To address the complaints received in Q3 2025, the Ministry focused on preventive and system-strengthening actions:

- **Preventive Union Engagement:**  
Continued engagement with transport unions helped resolve issues early and reduce formal complaint escalation.
- **Clear Fare Communication:**  
Approved fare and levy information was consistently displayed and communicated at motor parks.
- **Planned Enforcement Activities:**  
Enforcement schedules were better coordinated to ensure predictability and fairness.
- **Ongoing Monitoring:**  
Supervisory oversight was sustained to ensure compliance with operational guidelines.

These actions contributed to faster resolution and reduced recurrence of complaints.

### **4. Progress Since Q2 2025**

Compared to Q2 2025, Q3 2025 shows:

- Continued reduction in complaint volume
- Improved resolution speed
- Shift from disputes to confirmation and follow-up enquiries
- Greater reliance on preventive coordination mechanisms

This indicates growing institutional stability.

## 5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
<b>Q3 2025</b>	10	9	1	Motor park scheduling, fare confirmation, enforcement follow-ups	Union engagement, fare communication, enforcement planning	Stability achieved

## 6. Conclusion

The Adamawa State Ministry of Transport demonstrated strong improvement in complaint management during Q3 2025. The reduced complaint volume, faster resolution timelines, and absence of integrity-related issues reflect a maturing grievance redress mechanism. The Ministry is well positioned to consolidate these gains in Q4 2025.

### Prepared by:

Compliance & Monitoring Unit  
Adamawa State Ministry of Transport