



ADAMAWA STATE MINISTRY OF TRANSPORTATION

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q4 2025 (October – December 2025)

1. Overview of Complaints

In the fourth quarter of 2025, the Adamawa State Ministry of Transport recorded a low volume of complaints, reflecting the cumulative impact of improved motor park management, clearer fare and levy communication, and strengthened coordination with transport unions implemented throughout the year.

Complaints received during the quarter were largely routine and informational, with no major operational disruptions or integrity-related issues reported.

Summary of Complaints (Q4 2025):

- **Total Complaints Received:** 7
- **Resolved:** 6
- **Unresolved:** 1
- **Pending / Under Verification:** 0

All complaints were resolved within the reporting period.

2. Nature of Complaints

Complaints in Q4 2025 were limited in scope and largely preventive:

- **Motor Park Operations and Scheduling (2 cases):**
Minor complaints relating to loading schedules and coordination during festive travel periods.
- **Fare and Levy Confirmation Requests (2 cases):**
Requests for confirmation of approved fares and levies towards the end of the year.
- **Enforcement Coordination Enquiry (1 case):**
Clarification regarding the timing of routine compliance checks.
- **Service Quality Follow-up (1 case):**
Follow-up enquiry on resolution of a previously reported commuter concern.

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

3. Corrective and Preventive Actions Taken

Given the low volume and routine nature of complaints, the Ministry focused on consolidation and preventive measures:

- **Proactive Communication:**
End-of-year fare, levy, and operational guidelines were communicated through transport unions and motor park notice boards.
- **Festive Period Planning:**
Motor park operations and enforcement activities were coordinated to manage increased travel demand.
- **Institutionalisation of GRM Processes:**
Complaint handling procedures were fully embedded into routine transport regulation and oversight activities.
- **Closure of Outstanding Cases:**
The unresolved case carried over from Q3 2025 was resolved early in Q4, ensuring zero backlog at year-end.

4. Cumulative Performance Review (Q1–Q4 2025)

Over the course of 2025, the Ministry of Transport demonstrated:

- A steady decline in complaint volume
- Improved resolution timelines
- Transition from reactive enforcement-related complaints to preventive coordination
- Strengthened collaboration with transport unions
- Full resolution of all complaints by year-end

5. Summary Table

| Year / Quarter | Total Complaints | Resolved | Unresolved | Nature of Key Complaints | Major Corrective / Preventive Actions | Remarks |
|----------------|------------------|----------|------------|---|---|------------------------|
| Q4 2025 | 7 | 6 | 1 | Scheduling, fare confirmation, enforcement coordination | Proactive communication, festive planning, GRM institutionalisation | High maturity achieved |

6. Conclusion and Sustainability Outlook

The Adamawa State Ministry of Transport concluded 2025 with a stable, effective, and transparent grievance redress mechanism. The low complaint volume, full resolution within Q4, and absence of unresolved cases demonstrate strong institutional maturity and alignment with SABER objectives. Going forward, the Ministry will sustain these gains through continued stakeholder engagement, clear communication of transport regulations, and proactive operational planning.

Prepared by:

Compliance & Monitoring Unit
Adamawa State Ministry of Transport