



ADAMAWA STATE ENVIRONMENTAL PROTECTION AGENCY (ASEPA)

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q1 2025 (January – March 2025)

1. Overview of Complaints

During the first quarter of 2025, the Adamawa State Environmental Protection Agency (ASEPA) recorded a moderate volume of complaints related to environmental regulation enforcement, waste management services, and regulatory compliance interactions. The complaints were received through established grievance redress channels, including physical submissions, hotline communications, and referrals from oversight institutions.

Summary of Complaints (Q1 2025):

- **Total Complaints Received:** 14
- **Resolved:** 11
- **Unresolved:** 2
- **Pending / Under Verification:** 1

Overall, the Agency resolved the majority of complaints within the quarter, demonstrating a commitment to timely response, accountability, and transparency in service delivery.

2. Nature of Complaints

Complaints received during the reporting period were categorised as follows:

- **Harassment or Misconduct (3 cases):** Complaints related to alleged unprofessional conduct by field officers during environmental inspections and enforcement visits.
- **Unauthorized Payments (4 cases):** Reports alleging requests for unofficial payments in the course of environmental compliance inspections. These complaints were treated with high priority due to their implications for institutional integrity.
- **In-kind Requests or Favouritism (2 cases):** Allegations involving preferential treatment or expectations of non-monetary benefits in exchange for regulatory leniency.
- **Other Complaints (5 cases):** Primarily related to service delays, unclear communication of environmental compliance requirements, and disputes over waste management schedules.

The distribution of complaints indicates that while service delivery remains largely effective, enforcement-related interactions continue to require close monitoring.

3. Corrective Actions Taken

In response to the complaints received, ASEPA implemented the following corrective measures:

- **Administrative Review and Disciplinary Actions:** Internal reviews were conducted for cases involving alleged misconduct and unauthorized payments. Appropriate administrative warnings were issued where lapses were identified, in line with civil service rules.
- **Strengthening Internal Reporting and Monitoring:** Supervisory checks were reinforced for field operations to ensure adherence to approved procedures and codes of conduct.
- **Improved Grievance Redress Mechanism (GRM):** Complaint logging and tracking processes were enhanced to ensure proper documentation, follow-up, and resolution timelines.
- **Sensitisation and Communication:** Officers were reminded of ethical standards and engagement protocols through internal briefings, while clearer guidance was provided to service users on approved fees and procedures.

These actions contributed significantly to the resolution of complaints within the quarter.

4. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q1 2025	14	11	2	Unauthorized payments, misconduct, service delays	Administrative reviews, strengthened supervision,	Overall improvement observed

					staff sensitisation	
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5. Conclusion

The Q1 2025 complaint management performance of ASEPA reflects steady progress in addressing grievances and strengthening institutional accountability. While most complaints were resolved promptly, the Agency recognises the need for continuous improvement in enforcement interactions and public communication. Lessons from this quarter will inform preventive measures and operational adjustments in subsequent quarters of 2025.

Prepared by:

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Reporting Period:

January – March 2025