



# **ADAMAWA STATE ENVIRONMENTAL PROTECTION AGENCY (ASEPA)**

## **QUARTERLY COMPLAINT MANAGEMENT REPORT**

**Q2 2025 (April – June 2025)**

## 1. Overview of Complaints

In the second quarter of 2025, the Adamawa State Environmental Protection Agency (ASEPA) recorded a slight reduction in the number of complaints received compared to Q1 2025. This improvement reflects the impact of corrective actions implemented earlier in the year, particularly in staff conduct monitoring, public communication, and service scheduling.

Complaints were received through multiple channels, including the Agency's online feedback portal, physical submissions at zonal offices, and referrals from local government authorities and community associations.

### Summary of Complaints (Q2 2025):

- **Total Complaints Received:** 12
- **Resolved:** 10
- **Unresolved:** 1
- **Pending / Under Verification:** 1

The majority of complaints were resolved within the quarter, indicating strengthened internal response mechanisms and improved coordination across operational units.

## 2. Nature of Complaints

Complaints during the reporting period were more operational and procedural in nature, suggesting a shift away from conduct-related issues observed in Q1.

- **Service Quality and Operational Delays (4 cases):** Complaints related to irregular waste evacuation schedules in high-density areas and delayed response to reported environmental nuisances.
- **Environmental Compliance Interpretation Disputes (3 cases):** Concerns raised by businesses and developers regarding inconsistent interpretation of environmental clearance requirements by different field officers.
- **Unauthorized Charges Allegations (2 cases):** Reports of perceived unofficial charges linked to inspection follow-ups. These cases were promptly escalated for internal review.

- **Communication and Information Gaps (3 cases):** Complaints concerning lack of clarity on revised environmental guidelines, fees, or enforcement timelines, particularly following policy updates.

Overall, the complaint profile indicates increasing public engagement and awareness of environmental compliance processes.

### 3. Corrective Actions Taken

To address the issues raised during Q2 2025, ASEPA implemented the following measures:

- **Standardisation of Field Operations:** Clear internal guidance notes were issued to field officers to harmonise interpretation of environmental regulations and compliance requirements.
- **Operational Improvements:** Waste collection schedules were reviewed and adjusted in collaboration with service providers, with revised timetables communicated to affected communities.
- **Strengthening Oversight and Accountability:** Allegations of unauthorised charges were investigated, and enhanced supervisory checks were introduced for inspection-related activities.
- **Improved Public Communication:** Updated environmental compliance information, including approved fees and procedures, was disseminated through notice boards and digital platforms.

These interventions contributed to faster complaint resolution and a decline in repeat complaints.

### 4. Progress Since Q1 2025

Compared to the first quarter of the year, Q2 2025 shows:

- Reduced volume of complaints
- Improved resolution rate
- Shift from misconduct-related complaints to procedural and service delivery concerns

- Better use of communication and preventive controls

This progression demonstrates institutional learning and responsiveness.

## 5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q2 2025	12	10	1	Service delays, compliance interpretation, communication gaps	Operational adjustments, standardised guidance, enhanced supervision	Continued improvement observed

## 6. Conclusion

ASEPA's complaint management performance in Q2 2025 reflects steady consolidation of reforms initiated earlier in the year. While some operational challenges remain, particularly in service coordination and public communication, the Agency has demonstrated commitment to transparency, accountability, and continuous improvement. Lessons from this quarter will inform further refinements in Q3 2025.

### Prepared by:

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### Reporting Period:

April – June 2025

