



ADAMAWA STATE ENVIRONMENTAL PROTECTION AGENCY (ASEPA)

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q3 2025 (July – September 2025)

1. Overview of Complaints

In the third quarter of 2025, the Adamawa State Environmental Protection Agency (ASEPA) recorded a further decline in the number of complaints received, reflecting the effectiveness of earlier corrective measures and improved service coordination. Enhanced communication of environmental requirements and closer supervision of field operations contributed to reduced complaint incidence.

Complaints were primarily received through the Agency's online reporting channels and referrals from community leaders, with fewer walk-in submissions compared to previous quarters.

Summary of Complaints (Q3 2025):

- **Total Complaints Received:** 9
- **Resolved:** 8
- **Unresolved:** 1
- **Pending / Under Verification:** 0

Most complaints were resolved promptly within the quarter, demonstrating improved response efficiency and accountability.

2. Nature of Complaints

The nature of complaints in Q3 2025 reflects a maturing grievance environment, with fewer integrity-related issues and a stronger focus on service expectations.

- **Service Delivery Coordination Issues (3 cases):**
Complaints relating to missed or delayed waste evacuation in newly expanded service zones.
- **Environmental Compliance Clarification Requests (2 cases):**
Requests framed as complaints concerning interpretation of environmental audit and monitoring requirements for small-scale businesses.

- **Inspection Scheduling Disputes (2 cases):**
Concerns over short notice periods for inspections, affecting business preparedness.
- **Other Minor Complaints (2 cases):**
Including noise pollution reporting follow-up delays and response time to minor environmental hazards.

Notably, no formal complaints relating to harassment or unauthorised payments were recorded during the quarter.

3. Corrective Actions Taken

ASEPA implemented targeted and preventive measures in response to the issues raised:

- **Service Planning Improvements:**
Waste evacuation routes and schedules were adjusted to incorporate newly covered areas, with advance notification provided to communities.
- **Enhanced Stakeholder Engagement:**
Clarification sessions and guidance notes were issued to businesses to improve understanding of environmental compliance obligations.
- **Inspection Scheduling Protocols:**
Minimum notice periods for inspections were reinforced, except in emergency situations, to promote fairness and predictability.
- **Continuous Monitoring:**
Supervisory oversight of field activities was sustained to ensure compliance with established procedures.

These measures further reduced complaint recurrence and improved public confidence.

4. Progress Since Q2 2025

Compared to Q2 2025, Q3 2025 shows:

- Continued reduction in complaint volume

- Elimination of misconduct-related complaints
- Faster resolution timelines
- Greater emphasis on preventive and advisory interventions

This trend indicates consolidation of reforms and improved operational discipline.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Q3 2025	9	8	1	Service coordination, inspection scheduling, compliance clarification	Route optimisation, stakeholder engagement, scheduling protocols	Strong improvement sustained

6. Conclusion

ASEPA's Q3 2025 performance demonstrates a mature and responsive complaint management system. The Agency has effectively transitioned from reactive complaint handling to preventive service improvement. While minor operational issues persist, they are being addressed through structured planning and engagement. These gains position ASEPA for further consolidation in Q4 2025.

Prepared by:

Compliance & Monitoring Unit
Adamawa State Environmental Protection Agency (ASEPA)

Reporting Period:

July – September 2025