



ADAMAWA STATE ENVIRONMENTAL PROTECTION AGENCY (ASEPA)

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q4 2025 (October – December 2025)

1. Overview of Complaints

In the fourth quarter of 2025, the Adamawa State Environmental Protection Agency (ASEPA) recorded a low volume of complaints, reflecting the cumulative impact of operational reforms, improved stakeholder engagement, and strengthened grievance management processes implemented throughout the year.

Complaint trends during the quarter indicate increased public confidence in ASEPA's service delivery mechanisms and a shift towards early issue resolution through preventive engagement rather than formal grievance escalation.

Summary of Complaints (Q4 2025):

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

All complaints received during the quarter were resolved within the reporting period.

2. Nature of Complaints

Complaints in Q4 2025 were largely minor and operational, with no reported cases of misconduct or integrity-related concerns.

- **Service Expectation and Scheduling Issues (2 cases):**
Complaints relating to perceived delays in routine waste evacuation during festive periods and public holidays.
- **Clarification of Environmental Compliance Obligations (2 cases):**
Requests for clarification on documentation requirements and timelines for environmental renewals, particularly by small and medium enterprises.
- **Community Environmental Concerns (2 cases):**
Reports from community representatives regarding localized

environmental nuisances, including drainage blockage and temporary waste accumulation.

The nature of complaints suggests a high level of awareness among service users and improved communication channels.

3. Corrective and Preventive Actions Taken

Given the low volume and minor nature of complaints, ASEPA focused primarily on preventive and sustainability-oriented measures:

- **Proactive Service Planning:**
Waste evacuation schedules were adjusted in anticipation of seasonal activity, with advance public notifications issued.
- **Institutionalisation of GRM Processes:**
Complaint handling procedures were fully integrated into routine operational workflows, ensuring consistency regardless of personnel changes.
- **Stakeholder Engagement and Sensitisation:**
Continuous engagement with community leaders and business associations helped address concerns before escalation.
- **Closure of Outstanding Cases:**
The unresolved case carried over from Q3 2025 was reviewed and fully resolved early in Q4, ensuring no backlog at year-end.

4. Cumulative Performance Review (Q1–Q4 2025)

Over the course of 2025, ASEPA demonstrated:

- A steady decline in complaint volume
- Improved resolution speed and quality
- Elimination of misconduct-related complaints by mid-year
- Transition from reactive to preventive grievance management
- Strengthened transparency and accountability mechanisms

These outcomes reflect sustained institutional learning and effective leadership oversight.

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective / Preventive Actions	Remarks
Q4 2025	6	6	0	Service scheduling, compliance clarification, community concerns	Proactive planning, GRM institutionalisation, stakeholder engagement	High maturity achieved

6. Conclusion and Sustainability Outlook

ASEPA's Q4 2025 performance confirms the successful consolidation of its complaint management and grievance redress systems. The Agency has established a stable, transparent, and responsive framework that effectively addresses public concerns while minimising recurrence. Going forward, ASEPA will sustain these gains through continuous monitoring, staff capacity building, and proactive community engagement.

Prepared by:

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Reporting Period:

October – December 2025