



**MINISTRY OF COMMERCE AND TRADE -  
ADAMAWA STATE**

**QUARTERLY COMPLAINT MANAGEMENT REPORT**

**Q3 2025 (July – August 2025)**

## 1. Overview

In the third quarter of 2025, the Ministry of Commerce & Trade recorded a further decline in the number of complaints received, reflecting sustained improvements in licensing processes, fee transparency, and stakeholder engagement introduced earlier in the year. Most issues were resolved promptly, with minimal escalation.

Complaints were received primarily through online feedback channels and referrals from market associations, with a noticeable reduction in walk-in submissions.

### Summary of Complaints (Q3 2025):

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

## 2. Nature of Complaints

Complaints during Q3 2025 were largely procedural and advisory in nature, indicating a more mature grievance environment.

- **Business Licence Processing Follow-ups (3 cases):**  
Requests for updates on processing status rather than substantive disputes.
- **Fee Interpretation and Levy Alignment (2 cases):**  
Clarification requests relating to approved market levies and payment channels.
- **Inspection Scheduling and Notice Periods (2 cases):**  
Concerns about short notice prior to market inspections, particularly during peak trading periods.
- **Access to Business Support Services (2 cases):**  
Complaints regarding awareness and access to SME advisory programmes and documentation.

No complaints relating to misconduct, harassment, or unauthorised payments were recorded during the quarter.

### **3. Corrective and Preventive Actions Taken**

To address issues raised in Q3 2025, the Ministry focused on preventive and system-strengthening measures:

- **Digital Tracking Improvements:**  
Licensing and permit tracking mechanisms were reinforced to provide clearer status updates to applicants.
- **Fee Communication Enhancements:**  
Updated levy information was disseminated through market associations and service desks.
- **Inspection Coordination Protocols:**  
Minimum inspection notice periods were reinforced except in exceptional circumstances.
- **Targeted Sensitisation:**  
Business support programmes were more widely communicated through stakeholder meetings and digital platforms.

### **4. Progress Since Q2 2025**

Compared to Q2 2025, Q3 2025 shows:

- Reduced complaint volume
- Faster resolution times
- Elimination of fee disputes and enforcement-related complaints
- Increased focus on information provision and advisory support

This indicates consolidation of reforms and improved operational stability.

### **5. Summary Table**

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
<b>Q3 2025</b>	9	8	1	Licence follow-ups, fee clarification, inspection scheduling	Digital tracking, fee communication, inspection protocols	Stability achieved

## 6. Conclusion

The Ministry of Commerce & Trade demonstrated strong progress in complaint management during Q3 2025. The low volume of complaints, absence of integrity-related issues, and emphasis on preventive measures reflect a maturing and responsive grievance redress system. The Ministry is well positioned to consolidate these gains in Q4 2025.

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