



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

QUARTERLY COMPLAINT MANAGEMENT REPORT

Q4 2025 (September – December 2025)

1. Overview

In the fourth quarter of 2025, the Ministry of Commerce & Trade recorded a low volume of complaints, reflecting the cumulative impact of reforms implemented throughout the year. Improved licensing workflows, enhanced fee transparency, and proactive engagement with traders and business associations significantly reduced grievance escalation.

Complaints received during the quarter were largely informational and service-expectation related, with no major operational or integrity concerns reported.

Summary of Complaints (Q4 2025):

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

All complaints were resolved within the reporting period.

2. Nature of Complaints

Complaints in Q4 2025 were minor, routine, and largely preventive in nature:

- **Licence Renewal and Status Enquiries (2 cases):**
Requests for confirmation of licence renewal status towards the end of the business year.
- **Fee and Levy Confirmation Requests (2 cases):**
Clarification requests on applicable levies during peak trading periods and end-of-year activities.
- **Inspection Coordination and Scheduling (1 case):**
Concern regarding inspection timing during a high-volume trading week.
- **Business Support Programme Awareness (1 case):**
Request for information on available SME support initiatives.

No complaints relating to misconduct, harassment, selective enforcement, or unauthorised payments were recorded.

3. Corrective and Preventive Actions Taken

Given the low volume and routine nature of complaints, the Ministry focused on consolidation and preventive actions:

- **Proactive Communication:**
End-of-year reminders on licence renewals, fees, and procedures were disseminated through service desks and trade associations.
- **Inspection Planning:**
Inspection schedules were aligned with trading calendars to minimise disruption.
- **Institutionalisation of GRM:**
Complaint handling procedures were fully embedded into standard operating workflows.
- **Closure of Outstanding Cases:**
The single unresolved case from Q3 2025 was resolved early in Q4, ensuring no year-end backlog.

4. Cumulative Progress in 2025

Over the course of 2025, the Ministry demonstrated:

- Steady decline in complaint volume
- Improved resolution speed and quality
- Elimination of integrity-related complaints by mid-year
- Shift from reactive complaint handling to preventive service delivery
- Strong alignment with transparency and accountability standards

5. Summary Table

Year / Quarter	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective / Preventive Actions	Remarks
Q4 2025	6	6	0	Licence enquiries, fee confirmation, inspection coordination	Proactive communication, inspection planning, GRM institutionalisation	High maturity achieved

6. Conclusion and Sustainability Outlook

The Ministry of Commerce & Trade concluded 2025 with a stable, effective, and transparent grievance redress mechanism. The sustained reduction in complaints and full resolution within Q4 demonstrate institutional maturity and readiness to maintain high service standards. Going forward, the Ministry will continue proactive engagement, periodic review of procedures, and digital enhancement of complaint tracking systems.

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