

MECHANISM FOR TRACKING AND RESOLVING COMPLAINTS RAISED ON THE GRIEVANCE REDRESS MECHANISM (GRM):

TRACKING MECHANISM:

1. Unique Complaint Number: We assign a unique complaint number to each grievance received through the GRM.
2. Complaint Registration Form: creation of complaint registration form to capture essential information about the grievance, including the complainant's details, nature of the grievance, and expected resolution.
3. Complaint Tracking Database: We maintain a complaint tracking database to store and manage all grievance-related data, including complaint status, resolution, and feedback.
4. Regular Updates: We provide regular updates to complainants on the status of their grievances through email, phone, or in-person meetings.

RESOLUTION MECHANISM:

1. Initial Assessment: Conduct an initial assessment of the grievance to determine its validity and severity.
2. Investigation: Conduct a thorough investigation into the grievance, gathering relevant evidence and witness statements.
3. Resolution Options: Identify potential resolution options, including mediation, conciliation, or formal investigation.
4. Resolution Implementation: Implement the agreed-upon resolution, ensuring that all parties are informed and satisfied with the outcome.
5. Follow-up and Feedback: Conduct follow-up meetings or surveys to ensure that the resolution has been effective and to gather feedback for future improvements.



**Honourable Commissioner
Kogi State Ministry of Commerce and Industry, Lokoja.**