

MINISTRY OF INVESTMENT, TRADE AND INDUSTRY ADO-EKITI, EKITI STATE

PHASE I, STATE SECRETARIAT COMPLEX, NEW IYIN ROAD, ADO-EKITI

tradegrm@ekitistate.gov.ng; 09038758555 (hotline)

**GRIEVANCE REDRESS RESPONSE**

 **DATE:** …..………………………….

 **COMPLAINT NO**: ……………….

1. **COMPLAINT RECEIVING OFFICER**: …………………………………………………….

Mode of Receipt (Please tick where applicable)

 WRITING

SMS

E MAIL

VERBAL

PHONE

1. **COMPLAINANT’S DETAILS**

NAME OF EXPORTER/TRADER: …………...…………………….….…………………………

CONTACT DETAILS……: ………………………….……………………………………………

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BUSINESS/OFFICE ADDRESS: ………………………………………………………………….

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TELEPHONE NUMBER: ……..………………..…………………………………………………

E.MAIL ADDRESS: ………………………………………………….….…………………….…..

1. **TYPE OF COMPLAINTS:…………………….…………………………………………………**

**……………………………………………………………………………………………………..**

1. **STATUS OF INCIDENT (open, ongoing investigation, resolves)…..………………………….**
2. **MDA WORKING ON CASE ( responsible MDA)…………………………**…………………

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1. **SOLVENCY MECHANISM USED.…………………………………………………………….**

**………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………**

1. **ACTIONS OF REMEDIES/REDRESS**

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1. **DATES OF RESPONSE TO COMPLAINT:**………………………………………………….

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 Signature of GRM DESK Officer & Date