

# UPPLC'S Complaints Management Policy

University Press Plc's commitment to service is backed by a professional team dedicated to providing excellent products and service. Our aim is to continuously improve our products and service by regularly surveying our customers to ensure we are meeting their needs and expectations and encouraging feedback on our performance.

The University Press Plc's complaints management system includes policies and procedures for dealing with complaints from customers, shareholders and stakeholders about our products, services or actions.

By applying diligent and prompt attention to complaints we are able to:

- identify your needs as a customer / shareholder / stakeholder
- understand our business shortcomings
- increase customer satisfaction
- improve overall performance.

## Summary

If you have a complaint we encourage you to discuss your concerns with the department responsible for the product/service or our Customer Relationship Management Unit (CRMU).

If your concern cannot be resolved or you are unhappy with the outcome, you can lodge a verbal or written complaint with our Customer Relationship Management Unit (CRMU)

All complaints will be dealt with in a responsive, confidential and fair manner and will be managed in accordance with our complaints policy.

## 1. Purpose, scope and principles

### 1.1 Purpose

The purpose of this Policy is to:

- provide an avenue for customer/ shareholder/ stakeholder communication and feedback;
- recognise, promote and protect the customer's/shareholders'/ stakeholders' rights, including the right to comment and provide feedback on products and service;
- provide an efficient, fair and accessible framework for resolving customer/ shareholders'/stakeholders' complaints and monitoring feedback to improve product and service delivery;
- inform customers/ shareholders/ stakeholders on the customer feedback handling processes

### 1.2 Scope

The Complaints Management Policy details the major components of the management of feedback. The components include the receipt, management and determination of all customer / shareholder / stakeholder feedback.

### 1.3 Definition of complaint

A complaint is:

- Any expression of dissatisfaction or concern made to an organisation by, or on behalf of, an individual client – including government agencies – group or member of the public, that relates to the organisation's products or services, or the performance, behaviour and conduct of staff, or the complaints handling process itself.
- A complaint may be made in person, by phone, fax, email or in writing.

### 1.4 Principles of effective complaints management

The complaints policy is based on the following principles:

- customers / shareholders / stakeholders should be encouraged to voice their concerns at the point of service as soon as they feel unsatisfied. Staff may then be able to resolve the matter without delay;
- wherever possible, complaints should be resolved at the point from which they originate; and
- information about how and where to complain should be well publicised to customers, shareholders and other interested parties.
- Complaint management mechanisms should be easily accessible to all complainants. The process should be easy to find, use and understand.
- Clear information is available on the UPPLC website about where and how to make a complaint and how complaints are managed.

### 1.5 Objectivity

Each complaint should be addressed in an equitable, objective and unbiased manner through the complaints handling process. The principles of objectivity include:

- Openness; to ensure both personnel and complainants understand the complaints handling process.
- Impartiality; to ensure a balanced consideration of all information/evidence is undertaken before a complaint can be resolved without fear or favour.
- Confidentiality; to ensure the complainants' identities are protected.
- Accessibility; to ensure all parties concerned are aware of the complaints handling process and the lodged complaints progress.
- Completeness; to ensure all available information/evidence has been collected from both sides.
- Equity; to ensure equal treatment for everybody.
- Sensitivity; to ensure each case is considered on its merits, paying due care to individual differences and needs.



## 2. Policy

### 2.1 Customer's /Shareholder's/ Stakeholder's Rights

Where a customer/ shareholder/ stakeholder raises a complaint, they have the right to have that complaint:

- received and addressed in strict confidence;
- addressed in a spirit of helpful cooperation and sensitivity; and
- resolved promptly.

To assist in achieving this, complaints will be kept separate from other records held by the Customer care unit and information that would identify complainants will not be released in individual or aggregated form to anyone not involved in the customer complaint procedure without prior written permission from the Managing Director.

When a complaint cannot be resolved to the satisfaction of the complainant, customers/shareholders/stakeholders have the right to be referred to an external body.

The Complaints Management Policy is designed to identify opportunities for improving customer satisfaction with the delivery of products and services and enhance the customer/provider relationship.

### 2.2 Specific responsibilities

#### 2.2.1 Customer Relationship Management Unit (CRMU)

- Is responsible for receiving and attending to customer/ client feedback and complaints.
- Is to give priority to assist in the resolution of customer/client complaints
- Will resolve minor complaints where appropriate or refer more serious complaints directly to the PM (National Field Operations).
- Shall record the details of minor/major complaints received and resolved and send to the PM(National Field Operations)

#### 2.2.2 Company Secretariat

- Is responsible for receiving shareholder/ stakeholder feedback
- Is to give priority to assist in the resolution of shareholder/stakeholder complaints. The secretariat will resolve minor verbal complaints where appropriate or refer more serious verbal or written complaints directly to the Company Secretary; and
- Shall record the details of minor verbal complaints received and resolved and send to the Company Secretary.

#### 2.3.2 Company Secretary

- Is responsible for ensuring that the Complaints Management Policy is implemented in all departments;

UPPLC Complaints Management Policy.

- Shall advise the Managing Director of the nature of any major complaints and action taken/to be taken;
- Document all complaints received and how they were resolved, including any changes that may be required to delivery of service; and
- review and investigate all unresolved complaints under the direction of the Managing Director.
- will take overall responsibility for any complaints and have them addressed through the Managing Director as appropriate.

All documentation regarding complaints should be placed in the official complaints file: Documentation regarding complaints shall be retained in accordance with the Rules Relating to the Complaints Management Framework (RRCMF).

Complaints management should be referenced in a quarterly report and information will include:

- number of complaints received; and where appropriate,
- amount of time taken to resolve the complaints; and
- service improvements made as a result of the complaints received.

#### **2.4 Lodging Complaints.**

A complaint may be made either in person, by phone, fax, email, in writing or via our website. Complaints can be lodged either with the Customer Relationship Management Unit (CRMU) of the company or with the company Secretariat or directly to the Company Secretary.

#### **Complaints by Customers**

All complaints by customers should be lodged with the company's Customer Relationship Management Unit (CRMU).

- Complaints can be made in person, by phone on our toll free line(+234-8008775264), email or via our website: [www.universitypressplc.com](http://www.universitypressplc.com)
- Where a customer is not satisfied with the response given to the complaint, the customer may lodge a further complaint to the PM (National Field Operations) by phone (+234-8020521810) or email([aliu.mohammed@universitypressplc.com](mailto:aliu.mohammed@universitypressplc.com))
- If the customer is still not satisfied, the customer may lodge the complaint directly to the Managing Director.

#### **Complaints by Shareholders/ Stakeholders**

- A shareholder/stakeholder may lodge a complaint(s) with the company secretariat either in person, on phone (+234-7098823872) or email ([compsec@universitypressplc.com](mailto:compsec@universitypressplc.com))
- Where the shareholder/stakeholder is not satisfied with the response to the complaint, the complaint may be reported to the Company Secretary.
- Where the Shareholder/Stakeholder is still unsatisfied, the complaint may be reported to the Managing Director.

### 3. Time Frame.

After a complaint is made, it is expected that:

- Complaints will be acknowledged within five (5) working days if received by post and two (2) working days if received by e-mail
- All complaints are to be resolved within ten (10) working days
- If there is going to be a delay in responding to a complaint due to complexity or the requirement of extensive investigation, the complainant shall be informed, given a reason and provided regular updates on the progress of the complaint.
- Where the complaint is unresolved within the given time frame, the complainant may refer the complaint to the relevant competent authority within two (2) working days. The letter of referral shall be accompanied by a summary of proceedings of events leading to the referral and copies of relevant supporting documents.
- Where there is no relevant competent authority, the complaint shall be referred to the SEC within two (2) working days. The letter of referral shall be accompanied by a summary of proceedings of events leading to the referral and copies of relevant supporting documents.

### 4. Approval and Effective Date.

This policy has been approved by the Executive Committee on-----2015.



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MANAGING DIRECTOR



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COMPANY SECRETARY/LEGAL ADVISER