MINISTRY OF COMMERCE, INDUSTRY AND COOPERATIVE SERVICES.
STATE SECRETARIAT COMPLEX, ALAGBAKA, AKURE. ONDO STATE.

COMPLAINT MANAGEMENT REPORT SUMMARY

Reporting Period: JANUARY – DECEMBER 2023 TO JANUARY – DECEMBER 2025.

Report Type: 3 YEARS CUMMULATIVE.

1. Overview Of Complaints

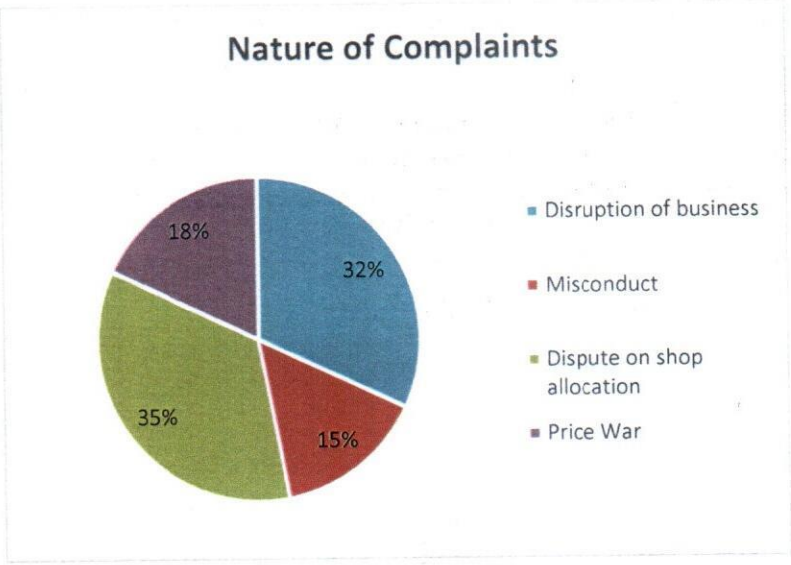
- **Total Complaints:** 34
- **Resolved:** 32
- **Unresolved:** 2
- **Average Number of Days for Resolution** (7 Days)
- **% of Complaints Resolved within SLA** (94%)

Visual Representation: > *Insert a Bar Chart here comparing total vs. resolved complaints over the last 3 years to demonstrate progress.*

2. Nature of Complaints

- **Disruption of business:** Crises between the leadership of Trade association and the traders, which resulted in the locking up of the traders' shop by the leadership of the association. **(11 cases)**
- **Misconduct:** Snatching of customers by traders. **(5 cases)**
- **Dispute on shop allocation and spaces for trading:** Incessant crises/disputes among traders on the spaces allocated to them for trading, which hitherto had earlier been allocated to another trader by the Iyalaje or Iyaloja's. **(12 cases)**
- **Price war:** Dispute arising from price discrimination on commodities among traders. **(6 cases)**

Visual Representation: > *Insert a Pie Chart here showing the percentage breakdown of each category listed above.*



3. Corrective Actions Taken

- The Ministry of Commerce and Industry resolved the dispute by directing the leadership of the trade associations to desist henceforth from locking up of traders' shops and also requested that the association should establish a committee on grievance redress within the market.
- The Ministry of Commerce and Industry admonishes the parties to the dispute to give room for free customer access within the market.
- The Iyalaje and Iyaloja's were mandated to create a register of shop owners and specify the space allocated to each trader, also the traders were directed to operate within the spaces directed to them.
- Parties were advised to allow the market forces (demand and supply) to determine the price.

4. Year 3 Cumulative Progress & Learning

- **Comparative Summary:** The corrective actions taken in year 1, year 2 and year 3 are effective and efficient in solving the identified complaints in the years (i.e Year 1, 2 and 3).
- **Follow-up Measures:** The previous action taken were effective and do not need adjustment.
- **Outstanding Issues:** There are two unresolve cases in all i.e in year 1 to year 3. One in year 1 and one in year 3. The two unresolved cases are stealing cases which are criminal in nature and hence require legal intervention.
- **Sustainability Plan:** The market security has been strengthened by deploying the state security corps (Amotekun) to provide adequate security so as to prevent re-occurrent of stealing.

5. Summary Table

Use this table to provide a high-level snapshot of the multi-year reporting cycle.

Year	Total Complaints	Resolved	Unresolved	Nature of Key Complaints	Major Corrective Actions	Remarks
Year 1 (2023)	12	11	1	Disruption of business	The Ministry resolved the dispute by banning shop lockups and mandating a market grievance committee.	
Year 2 (2024)	9	9	Nill	Misconduct	The Ministry mandated unobstructed customer access throughout the market.	
Year 3 (2025)	13	12	1	Disputes over shops allocation and trading spaces.	Market leaders must register shop allocations, and traders must stay within their assigned spaces.	

6. Further Information & Support

For guidance on data definitions or reporting protocols, please contact:

- **Reporting Liaison:** Mr Kolawole F.T (Ministry of Commerce, Industry and Cooperative Services)
- **Phone/Email:** **07032270240**
- **Internal Portal:**

VII. Authorization & Attestation

I certify that the information contained in this report is accurate, verified, and reflects the current status of complaint management within this jurisdiction.

Authorized Signature: F.T Kolawole

Printed Name: Kolawole.

Title/Position: GKM Sheonle officer

Date: 30/12/2025.