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**National Agency for Food & Drug Administration & Control**

**(NAFDAC)**

**Quality Management System**

**GUIDELINES FOR COMPLAINTS AND APPEALS  
AGAINST REGULATORY DECISIONS**

## 1.0. General

1.1.1. These Guidelines are for the interest of the general public, NAFDAC clients or stakeholders who wish to make a complaint or make an appeal in the case of a regulatory decision regarding products and/or issues relating to NAFDAC regulated products.

## 2.0. Complaints

2.1.1. All complaints related to NAFDAC regulated products or regulatory decisions should be made via a Complaint Form filled and submitted on the Agency's website: [www.nafdac.gov.ng](http://www.nafdac.gov.ng) ; via e-mail to: [reforms@nafdac.gov.ng](mailto:reforms@nafdac.gov.ng) ; or written letter on company's letter head paper addressed to: SERVICOM Desk, Reforms Unit, ATTENTION: Head of Reforms Unit, Plot 2032, Olusegun Obasanjo Way, Wuse Zone 7, Abuja.

## 3.0. Appeal

3.1.1. A letter of appeal regarding a regulatory decision, accompanied by supporting documents/information (if any), should be made on the company's letter head paper to: The Director-General (NAFDAC), National Agency for Food and Drug Administration and Control (NAFDAC), Plot 2032, Olusegun Obasanjo Way, Wuse Zone 7, Abuja; or via e-mail to: [nafdac@nafdac.gov.ng](mailto:nafdac@nafdac.gov.ng) .

3.1.2. An appeal must be lodged within thirty (30) working days of receipt of notification of a regulatory decision.

## 4.0. Correspondence

4.1.1. The correspondence for complaints and appeals should clearly state the following, where applicable:

- 4.1.1.1 Name of person(s)/company(ies)
- 4.1.1.2 Complaints being made
- 4.1.1.3 Phone numbers
- 4.1.1.4 Contact address and valid e-mail
- 4.1.1.5 Evidence to support complaint
- 4.1.1.6 Reasons for appeal
- 4.1.1.7 Any relevant supporting documents

NAFDAC website: [www.nafdac.gov.ng](http://www.nafdac.gov.ng)

E-mail: [nafdac@nafdac.gov.ng](mailto:nafdac@nafdac.gov.ng)

Telephone no.: +234-1-4772452

Telephone no (Complaints): +234(0)909-763-0506, +234(0)909-763-0507