

Ask: SERVICOM Complaints?

Ask: Who Can Complain?

The government is there to serve you. It is your constitutional right to expect service from government. It is equally your constitutional right to complain when service delivery fails. All citizens are customers of the government. All citizens have a right to complain when government services fail.

Ask: How Can You Complain?

You may register your complaint:

1. By physical presence at the particular service window.
2. By contact with the Nodal Officer of the service window in question, by telephone or by writing, or e-mail.
3. By contacting the SERVICOM Office by writing or by [e-mail: complaints@servicom.gov.ng](mailto:complaints@servicom.gov.ng)

Ask: What Happens To Your Complaint?

AT THE SERVICE WINDOW

- Nodal Officer at the Service Windows are trained to carry out the duty of resolving complaints promptly. Which means that the complaints are either resolved on the spot or you should receive a definite time frame within which you should get a response to your complaint.
- Every Service Windows should have a SERVICOM Charter in which a contact person of the MSU is clearly indicated.
- Every SERVICOM Unit should have a Complaints Desk as well as the Nodal Officer who is in charge of the Unit.
- The SERVICOM guideline stipulates that a time frame for response to complaints should not exceed 5 working days.

AT THE SERVICOM OFFICE

- If you fail to get satisfaction from the Service Frontline and within the stipulated time, you may refer your complaints to the Complaints Officer in the SERVICOM Office,
- Please note that the SERVICOM Office is not a service frontline and complaints directed to the Office are usually referred to the service frontline where service failure occurred,
- After prompt acknowledgement of your complaint, the SERVICOM Office pledges to respond to your complaints within four (4) Weeks.

Ask: What Can You Expect When You Complain?

- Your complaint will be treated seriously and confidentially.
- You will be listened to carefully
- Your circumstances will be fully considered
- You will not be treated as a trouble maker
- You will not be discriminated against for any reason.
- The Government Office will use the experience of your complaint to further improve services.

Ask: How Can You Help SERVICOM To Help You?

You can help all Government Offices to provide better services in a number of ways:

- When you experience service failure, complain as soon as possible so that things can be put right. The sooner you complain, the sooner something can be done about it.
- It would help if you can say what you think has gone wrong and what you think should be done to put it right.
- All your suggestions and comments about our services are welcome.

- Please note that it is our duty to deliver service according to government policies. We handle complaints about service failure. We do not handle criticisms about government policies.
- Please bear in mind that we aim to do our best. Lodge your complaints courteously and politely. Mutual understanding is the best way to process Complaints.
- Please remember that your suggestions can often help us to improve our performance.
- Please consider the circumstances of the government officers at the Service Window. They are not perfect

