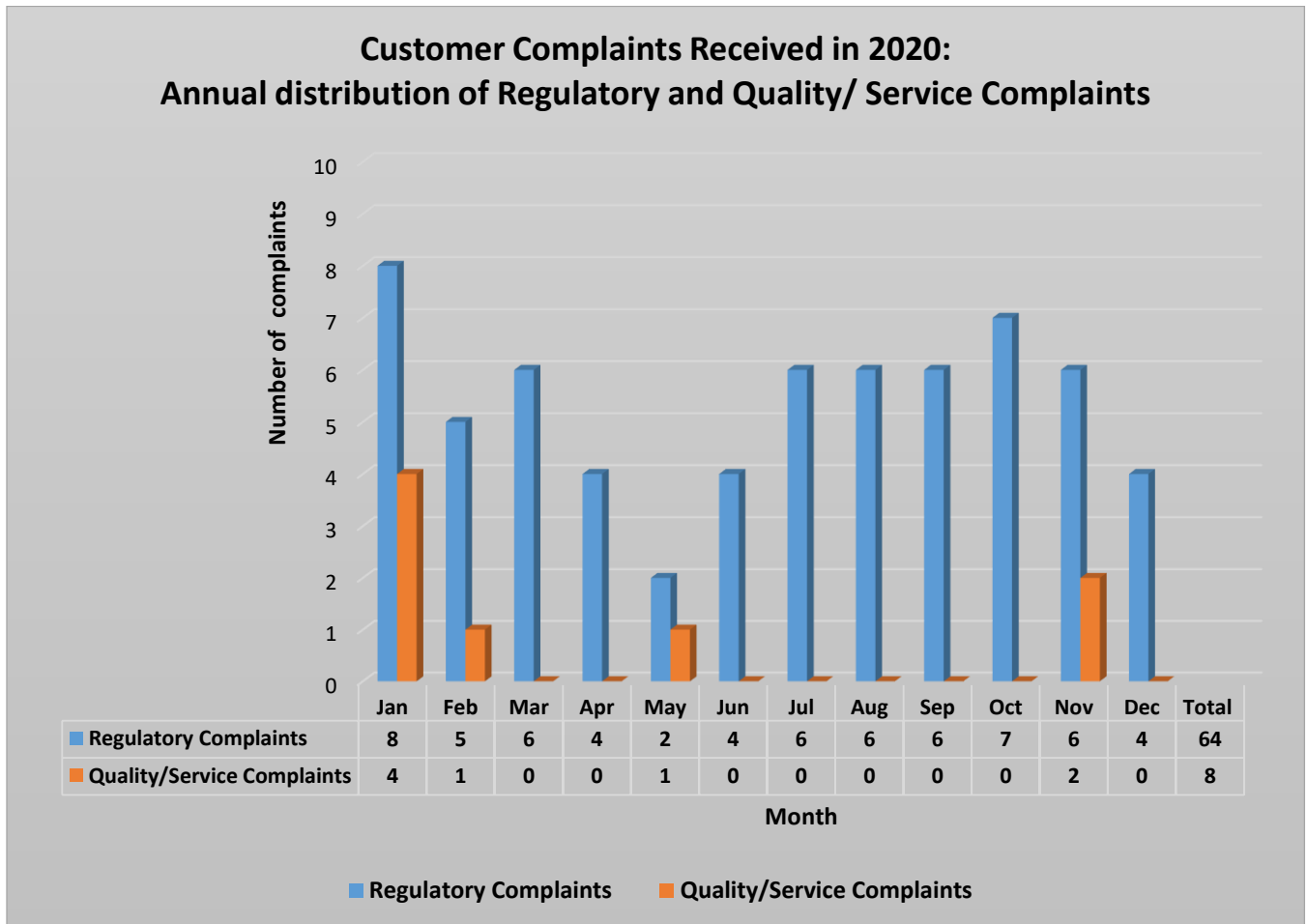


**QUALITY UNIT**

CUSTOMER COMPLAINTS TREND ANALYSIS FORM

**Figure 1:** Customer Complaints Received in 2020



**Comments:**

Seventy two (72) complaints were received in the year 2020. Sixty four (64) were regulatory complaints and eight (8) were service complaints. The table below shows classification of the regulatory complaints received.

**Table 2:** Classification of complaints received

<b>Category</b>	<b>Number of Complaints</b>
Unregistered premises	19
Unregistered medicines	15
Unregistered pharmacist	9
Expired drugs	4
Counterfeit drugs	3
Unsupervised premises	2
Adverse Drug Reactions	2
Smuggled drugs	1
Other	9
<b>TOTAL</b>	<b>64</b>

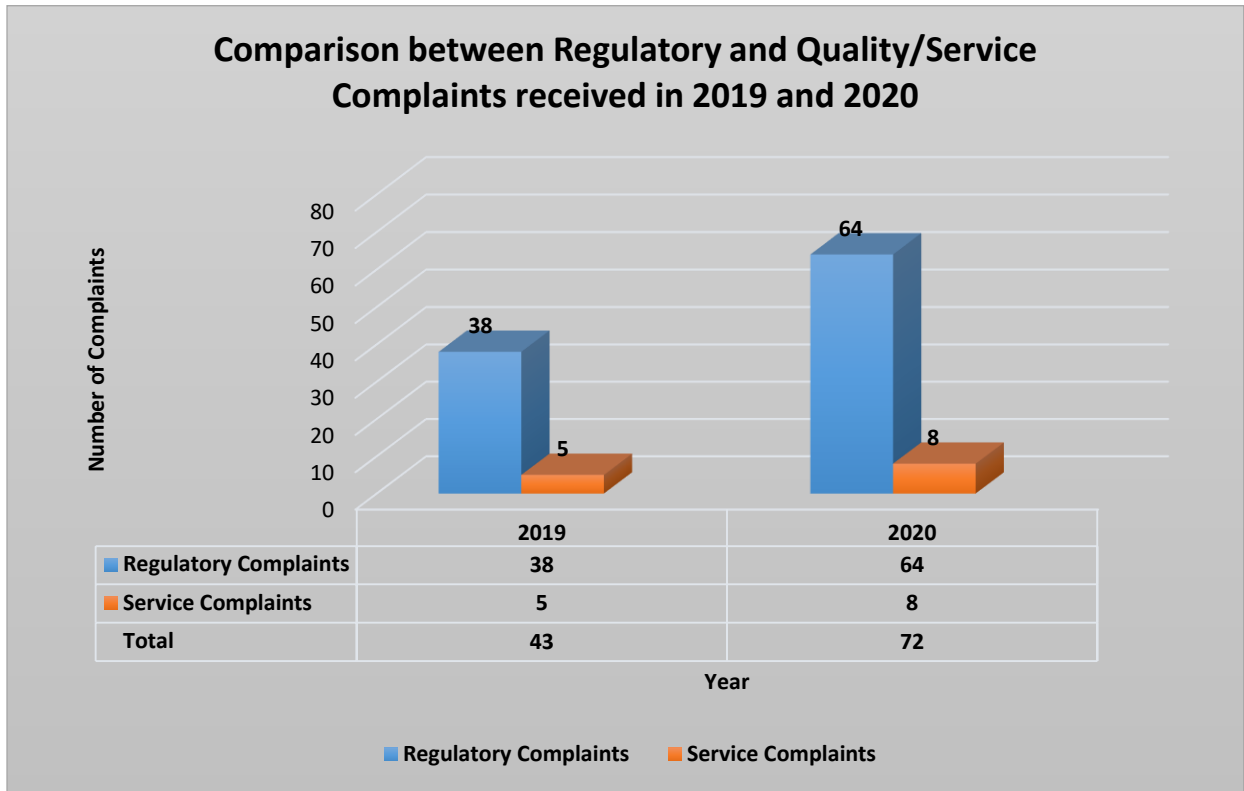
The major issues highlighted in the regulatory complaints were to do with the operations being conducted at unregistered premises (30%), sale of unregistered medicines (23%) and unregistered pharmacists (14%).

The rest of the complaints covered issues such as sale of expired drugs, sale of counterfeit drugs, and Adverse Drug Reactions.

The trend for service complaints showed delays responding to request forwarded by customers and poor document control issues.

The Licensing and Enforcement Division has been putting in measures to minimize regulatory complaints. However training for 2020 was mainly affected by the COVID-19 pandemic.

**Figure 2:** Comparison between the complaints received in two consecutive years



Comments:

There was a 67.44% increase in the total number of complaints received in the year 2020 compared to the year 2019. There was a 68.42% increase in the number of regulatory complaints and a 60% increase in the number of service complaints.

Prepared By: T Maunga

Date: 03/02/2021

Checked By: A Chikowore

Date: 03/02/2021