

QUALITY UNIT

CUSTOMER COMPLAINTS TREND ANALYSIS FORM

Figure 1: Customer Complaints Received in 2021



Comments:

Sixty-one (60) complaints were received in the year 2021. Fifty-five (55) were regulatory complaints and five (5) were service complaints. The table below shows classification of the regulatory complaints received.

Table 2: Classification of regulatory complaints received

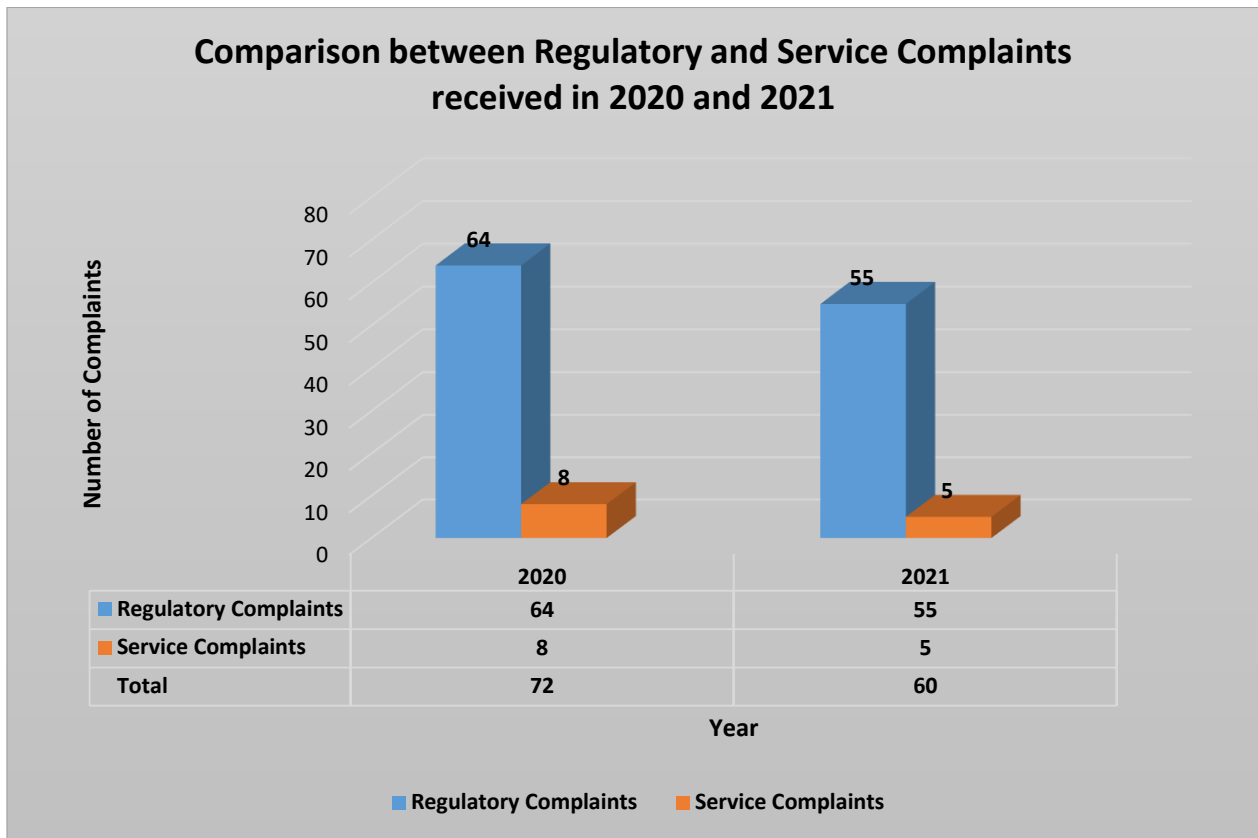
Category	Number of Complaints
Advertising on Social Media	14
Unregistered medicines	11
Unregistered premises	10
Counterfeit drugs	4
Unregistered pharmacist	3
Unsupervised premises	3
Expired drugs	2
High Pricing	2
Product Defects	2
Adverse Drug Reactions	2
Smuggled drugs	1
Drug trafficking	1
TOTAL	55

The major issues highlighted in the regulatory complaints were to do with the advertising of drugs on social media (25%), sale of unregistered medicines (20%) and unregistered premises (18%).

The rest of the complaints covered issues such as sale of expired drugs, sale of counterfeit drugs, and unregistered pharmacists.

The service complaints included complaints of disregard of organizational processes and COVID-19 management related issues.

Figure 2: Comparison between regulatory and service complaints received in two consecutive years



Comments:

There was a 16.67% decrease in the total number of complaints received in the year 2021 compared to the year 2020. There was a 37.5% decrease in the number of service complaints and a 14.06% decrease in the number of regulatory complaints.

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