

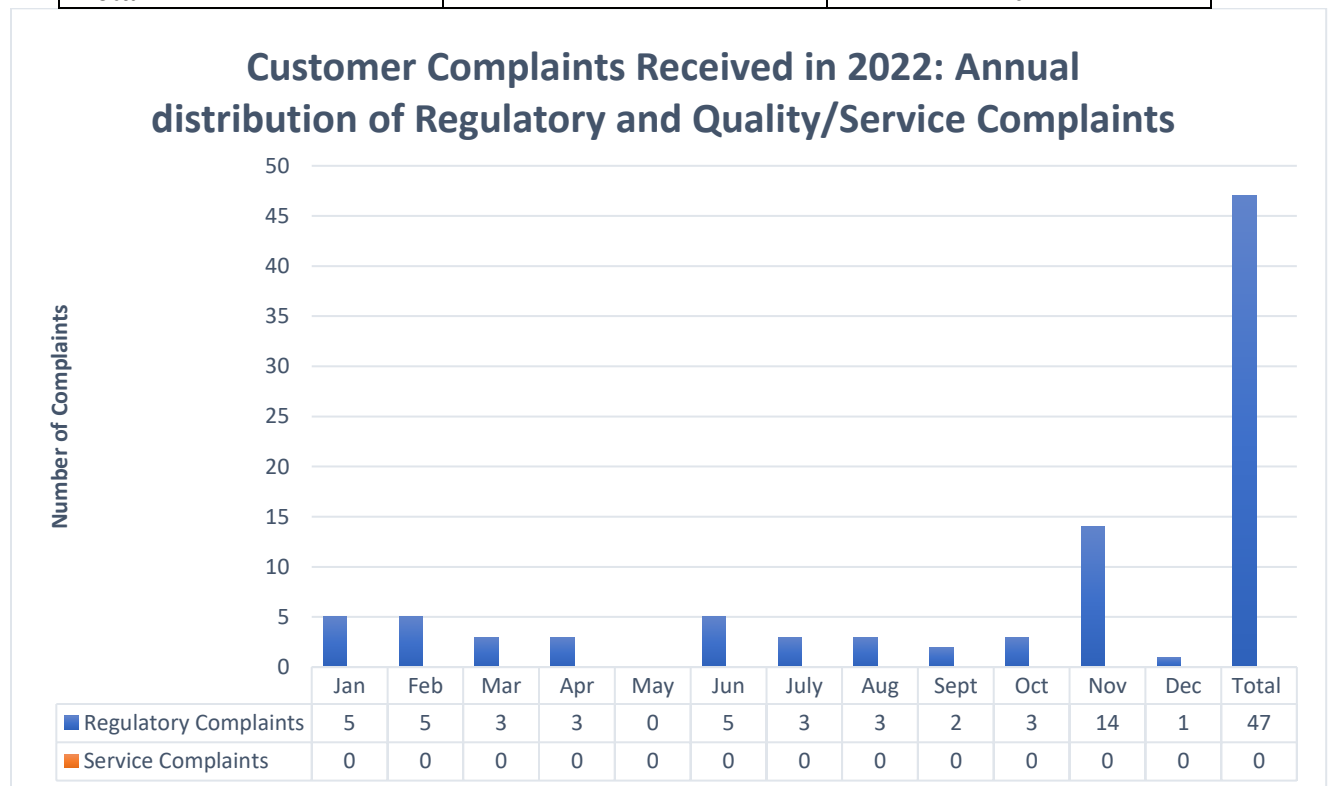
QUALITY UNIT

CUSTOMER COMPLAINTS TREND ANALYSIS FORM

Table 1 : Customer Complaints Received for the year 2022

Figure 1: Customer Complaints received in 2022

Month	Regulatory Complaints	Quality/Service Complaints
January	5	0
February	5	0
March	3	0
April	3	0
May	0	0
June	5	0
July	3	0
August	3	0
September	2	0
October	3	0
November	14	0
December	1	0
Total	47	0



Comments:

Forty-seven (47) complaints were received in the year 2022. All of these were regulatory 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	9
Unregistered medicines/ medical devices	15
Unregistered premises	8
Counterfeit drugs	4
Unregistered pharmacist	4
Cannabis Compliance	1
Expired drugs	1
Supervision	1
Pharmacist mistake/compliance	3
Smuggled drugs	1
TOTAL	47

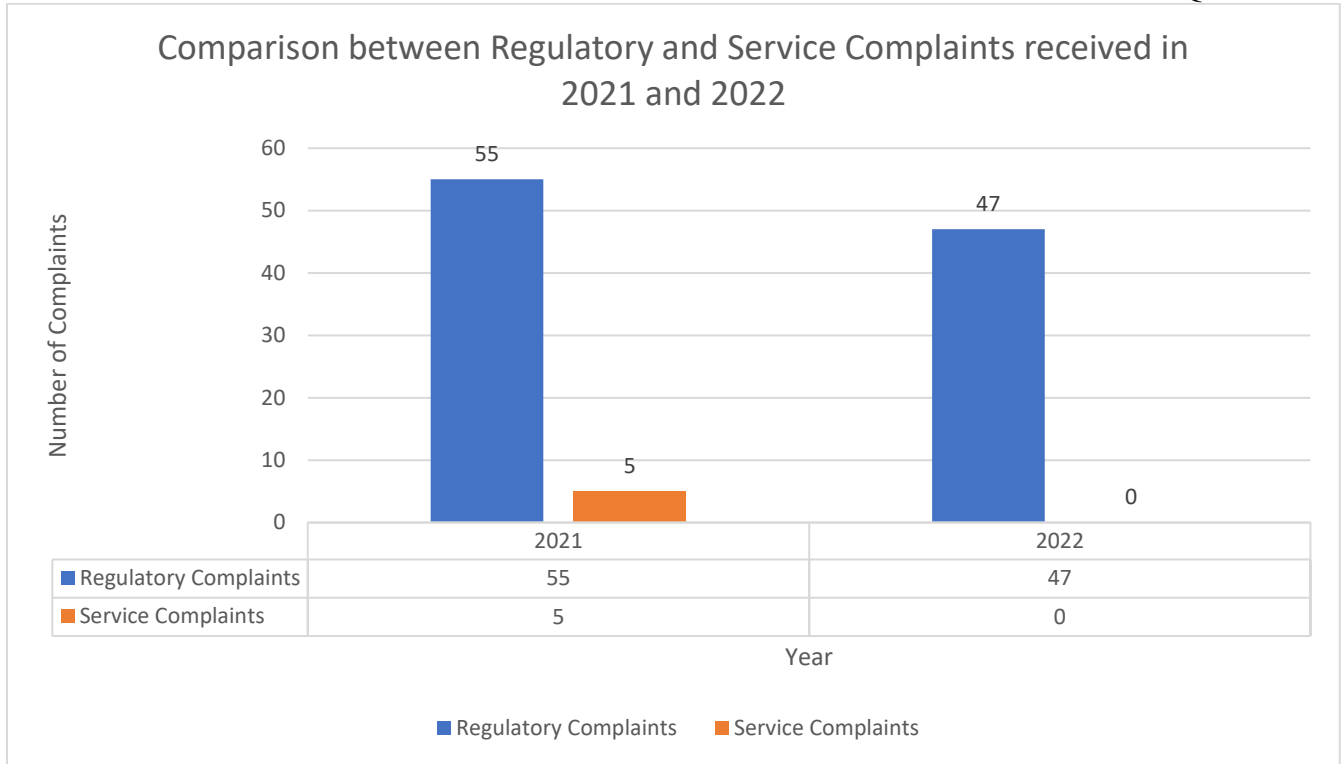
The major issues highlighted in the regulatory complaints were to do with the sale of unregistered medicines/ medical devices (32%), advertisement of medicines on Social Media platforms (19%) and unregistered premises (17%).

There was a new category of regulatory complaints due to the recent development of Cannabis commercialization in Zimbabwe.

There were no service complaints received in 2022.

Table 3: Comparison between the complaints received in two consecutive years

	Previous year (2021)	Current year (2022)
Regulatory complaints	55	47
Service complaints	5	0
Total	60	47



Comments:

There was a 22% and 15% decrease in the total number of complaints and regulatory complaints received respectively in the year 2022 compared to 2021. There was a 100% decrease in service complaints. No service complaints were received in 2022.

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