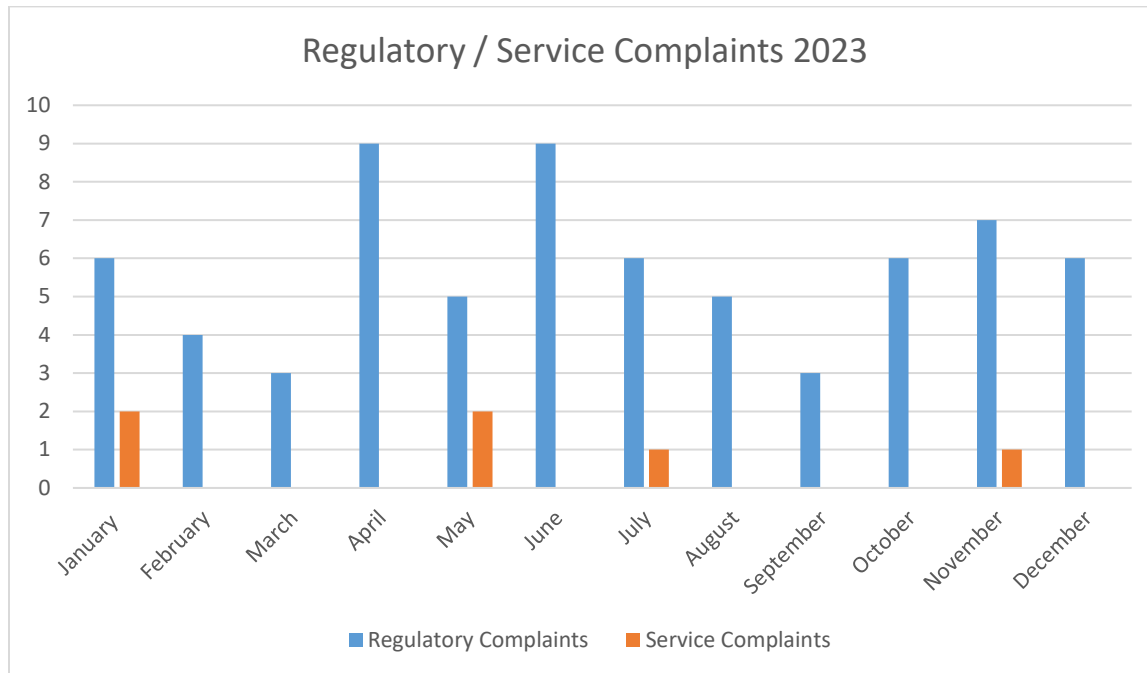


QUALITY UNIT

CUSTOMER COMPLAINTS TREND ANALYSIS FORM

Table 1. Customer Complaints Received (*for the year*)

Month	Regulatory Complaints	Quality/Service Complaints
January	6	2
February	4	0
March	3	0
April	9	0
May	5	2
June	9	0
July	6	1
August	5	0
September	3	0
October	6	0
November	7	1
December	6	0
Total	69	6



Comments: Sixty nine (69) Regulatory Complaints were recorded in 2023 and six (6) service complaints respectively. The highest number of complaints per month were recorded in April and June (9) whilst the lowest number of complaints per month were recorded in March and September (3).

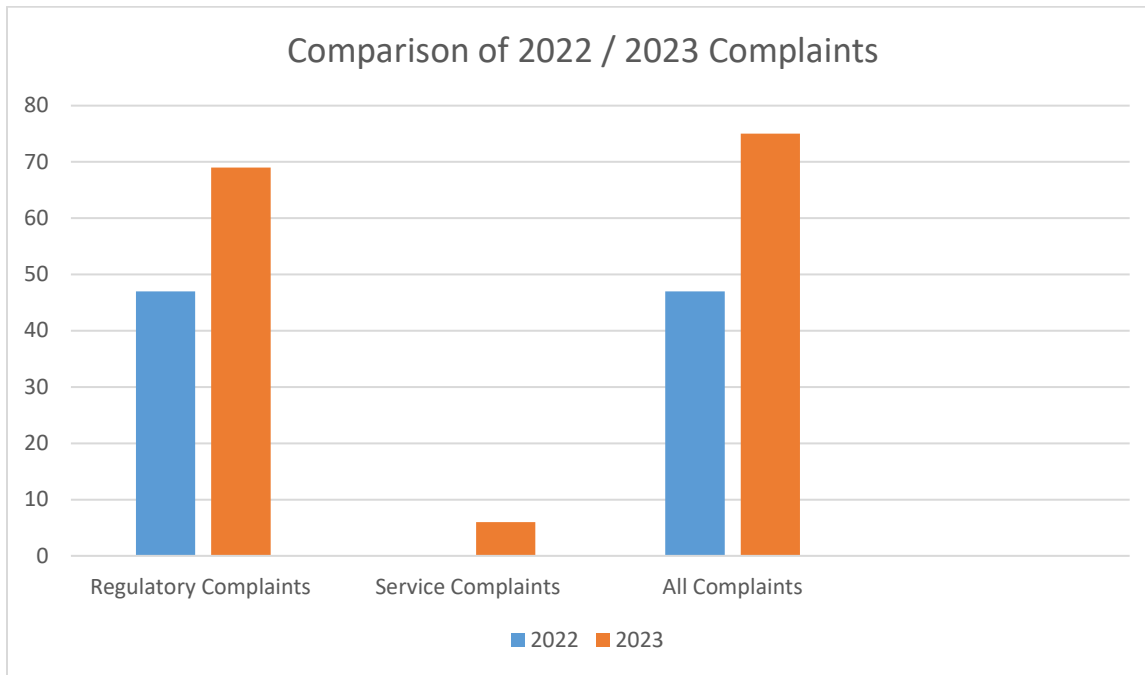
Table 2: Classification of Regulatory complaints received

Category	Number of Complaints
Advertising on Social Media	17
Unregistered medicines / medical devices	12
Unlicensed Premises	15
Unlicensed Persons	7
Expired Medicines	4
Supervision of Premises	5
Pharmacist mistake / Compliance	3
Smuggled Medicines	1
Submission of Fraudulent Documents	2
Tampering with Medicines / Unauthorised Manufacturing	3

The major issues highlighted for the regulatory complaints were: advertising of medicines on social media (25%), unlicensed premises (22%) and unregistered medicines (17%). The Authority conducted investigations together with CID drugs when required. Action was taken accordingly and this included prosecution of offenders, confiscation of unregistered drugs and guiding the business operators accordingly to ensure the regulatory requirements are followed.

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

	Previous year	Current year
Regulatory complaints	47	69
Service complaints	0	6
Total	47	75



Comments: Regulatory complaints increased from 47 in 2022 to 69 in 2023 denoting an increase of 22 complaints. There were no service complaints recorded in 2022 whilst 6 service complaints were recorded in 2023 denoting an increase of 6 complaints. The total number of complaints recorded in 2022 were 47 whilst the total number of complaints recorded in 2023 were 75 denoting an increase of 28 complaints.

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Date: 9 January 2024

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Date: 9 January 2024