 (Confidential document, please do not photocopy)	Document Ref. No.	PCN/GDL/QMS/307-00
	Effective Date	11 November, 2024
	Review Due Date	10 November, 2029
TITLE: GUIDELINES FOR COMPLAINTS AND APPEALS AGAINST REGULATORY DECISIONS	Version Number	01
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1.0 Scope

This guideline outlines the process for submitting complaints and appeals against regulatory decisions made by the Pharmacy Council of Nigeria (PCN). It ensures transparency, fairness, and timely resolution of concerns raised by stakeholders while fostering accountability in the Council's regulatory role.

2.0 Complaints

2.1 Definition:

A complaint refers to an expression of dissatisfaction regarding a regulatory decision, action, or service provided by the PCN.

2.2 Procedure for Filing Complaints:

- The complainant shall submit a formal written complaint, specifying the details of the issue, including relevant dates, locations, and parties involved.
- Complaints must be directed to the Registrar/CEO, Pharmacy Council of Nigeria (PCN), using any of the approved channels (e.g., email, physical submission, or online portal).
- Acknowledgment of receipt of the complaint will be communicated within **ten (10) working days**.

2.3 Investigation Process:

- Upon receipt, the relevant PCN department shall investigate the complaint, as directed by the Registrar, and may request additional documentation, information or clarification from the complainant if necessary.
- The investigation shall be completed and the findings shall be documented.

2.4 Resolution:

- Feedback on the outcome of the complaint will be communicated to the complainant promptly, including steps taken to address the issue or justify the regulatory decision taken.

3.0 Appeal

3.1 Definition:

An appeal is a formal request by a stakeholder to review and reconsider a regulatory decision made by the PCN.

3.2 Grounds for Appeal:


Appeals may be filed when the stakeholder believes the decision was:

- Based on incomplete or inaccurate information.
- Inconsistent with existing regulations or guidelines.
- Made without following due process.

3.3 Procedure for Filing Appeals:

- The appellant shall submit a written appeal within **fourteen (14) working days** of receiving the regulatory decision.
- The appeal should include:
 - A copy of the regulatory decision being appealed.



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- Specific reasons for the appeal.
- Supporting evidence or documents.

3.4 **Review Process:**

- The PCN shall convene an Appeals Committee to review the case.
- The appellant may be invited for a review hearing to provide further clarification.
- The Appeals Committee's decision shall be communicated within **forty-five (45) working days** soon after it is made.

3.5 **Finality:**

The decision of the PCN shall be final unless additional information warrants reopening the case.

4.0 **Responsibility**

• **Complainant/Appellant:**

- Provide all necessary information and documentation related to the complaint or appeal to facilitate thorough investigation and resolution.

• **Pharmacy Council of Nigeria (PCN):**

- Investigate all complaints and appeals impartially.
- Ensure timely communication of findings or decisions to the complainant/appellant.
- Maintain a record of all complaints and appeals for quality improvement purposes.

5.0 **Correspondence**

5.1 **Submission Channels:**

Complaints and appeals may be submitted through the following channels:

- **Email:** connect@pcn.gov.ng, pcnig@yahoo.ca
- **Physical Address:** The Registrar, Pharmacy Council of Nigeria, (Plot 7/9, Idu Industrial Area, Abuja)
- **Any of the six (6) zonal offices**
- **Any of the PCN states offices**
- **Online:** PCN's official website feedback page


5.2 **Contact Information**

- Registrar's Office: +234 704 453 3099
- Registration and Licensing matters: +234 806 605 5429
- Email: connect@pcn.gov.ng, pcnig@yahoo.ca
- Social media :
 - Facebook : Pharmacy Council of Nigeria
 - X (formerly Twitter) : @PCN_Registry
 - LinkedIn : Pharmacy Council of Nigeria

5.2 **Acknowledgment and Feedback:**

- Acknowledgment of receipt of complaints or appeals will be communicated within **ten (10) working days**.
- Regular updates on the status of the case will be provided as needed or when demanded.



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5.3 Confidentiality:

All correspondence related to complaints and appeals shall be treated with the utmost confidentiality to protect the privacy of all parties involved.



Pharm. Ibrahim Babashehu Ahmed, MBA, FPCPharm, FPSN, FCIA
 Registrar /CEO

