



**NEIMETH INTERNATIONAL PHARMACEUTICALS PLC.  
COMPLAINTS MANAGEMENT POLICY**

## TABLE OF CONTENTS

1. Introduction .....	3
2. Objective .....	3
3. Scope .....	3
4. Format of Compliant .....	3
5. Procedure for Laying a Complaint .....	3
6. Contact Information .....	4
7. Procedure for Compliance .....	4
8. Register of Complaints and Quarterly Reporting .....	4
9. Accessibility to Policy .....	5
10. Fees/Charges .....	5
11. Amendment/Review.....	5

## **1. INTRODUCTION**

In accordance with the Securities and Exchange Commission Rules (SEC Rules) Relating to the Companies Management Framework of the Nigerian Capital Market (the Framework) of 16<sup>th</sup> February, 2015 and the Nigerian Stock Exchange Directive (NSE Directive) (NSE/LARD/LRD/CIR6/15/04/22), every listed company is required to establish a clearly defined Complaints Management Policy to handle and resolve complaints within the scope of the Framework.

It is pursuant to the above mentioned SEC Rule and NSE Directive that Neimeth International Pharmaceuticals Plc.'s ("Neimeth" or "the Company") Complaint Policy (The Policy) is formulated.

## **2. OBJECTIVE**

This Policy is designed to effectively and efficiently address complaints in a fair, impartial, timely and objective manner.

## **3. SCOPE**

This policy is applicable only to complaints from the Company's shareholders, and does not extend to its customers, suppliers, creditors or other stakeholders.

## **4. FORMAT OF COMPLAINT**

Any valid Complaint shall be in writing, and include:

- i. Name of Complainant
- ii. Full address of Complainant
- iii. GSM Number of Complainant
- iv. E-mail Address of Complainant
- v. All material facts
- vi. All supporting documents
- vii. Signature of Complainant
- viii. Date of Complaint

## **5. PROCEDURE FOR LAYING A COMPLAINT**

Complaints by shareholders shall be made through the Company Secretary.

Any Complaint shall in the first instance be addressed to the Company Secretary (contact information is as stated in paragraph 6 below) who shall in turn liaise with the Company's registrars whose responsibility it is to manage all registered information on company shareholdings.

The Company shall in resolving any complaint, work with the Registrar to investigate the Complaint and communicate a response. The Company shall equally ensure effective monitoring, reporting and record keeping.

## **6. CONTACT INFORMATION**

All Complaints shall be addressed as follows:

**The Company Secretary  
Neimeth International Pharmaceuticals Plc.  
1, Henry Carr Street, Ikeja  
P. M. B. 21111  
Lagos State**

**Telephone: +234 815 842 2346, 08033128663**  
**E-mail: [info@neimethplc.com.ng](mailto:info@neimethplc.com.ng) or**  
**[florence.onyenekwe@neimethplc.com.ng](mailto:florence.onyenekwe@neimethplc.com.ng)**

## **7. PROCEDURE FOR COMPLIANCE**

Upon receipt of a complaint, effort shall be made to see that

- i. Complaints received by e-mail are acknowledged within two (2) working days of receipt
- ii. Complaints by post are responded to within five (5) working days of receipt
- iii. Fair investigation of the complaint is carried out
- iv. Complaints are resolved within ten (10) working days of receipt.
- v. Where a complaint cannot be resolved within the stipulated time frame as set out above, the shareholder shall be notified that the matter is being investigated. Delays may be experienced in some situations, including where documents need to be retrieved from storage.
- vi. Where complaint is not resolved within the given timeframe, the complaint shall be referred to the NSE within two (2) working days. The letter of referral shall be accompanied by a summary of proceedings of events leading to the referral and copies of the relevant supporting documents.

## **8. REGISTER OF COMPLAINTS/QUARTERLY REPORTING**

- i. Neimeth shall cause an Electronic Register of Complaints to be maintained. The said Register of Complaints shall include the following information:
  - a. Name and other additional details of Complainant
  - b. Date of receipt of Complaint
  - c. Nature of Complaint
  - d. Complaint details in brief
  - e. Comments/Remarks
- ii. The Register of Complaint shall be updated monthly
- iii. Complaint details and status report of complaints filed with Neimeth shall be forwarded to the Nigerian Stock Exchange (NSE) and Securities and Exchange Commission (SEC) quarterly.

## **9. ACCESSIBILITY TO POLICY**

This Policy shall be made available:

- i. To shareholders at general meetings of the Company by including a statement of the existence of the policy or an extract of the policy in the Annual Reports.
- ii. On the Company's website ([www.neimethplc.com.ng](http://www.neimethplc.com.ng))

10. **FEES/CHARGES**

Neimeth shall wherever possible, refrain from charging for providing a response to a shareholder or for any aspect in the course of resolving a complaint.

11. **AMENDMENT/REVIEW**

Neimeth reserves the right to amend/review this policy from time to time, and to communicate any amendment by posting same on the Company's website ([www.neimethplc.com.ng](http://www.neimethplc.com.ng))

Approved by the Management of Neimeth International Pharmaceuticals Plc. on the 30th day of November 2015.



MD/CEO

  
COMPANY SECRETARY