



## **GRIEVANCE REDRESS MECHANISM (GRM) SERVICE LEVEL AGREEMENT (SLA)**

*For Investors, Prospective Investors and Stakeholders of the Anambra State Investment Promotion and  
Protection Agency*

## 1.0 Legal and Policy Basis

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In line with Executive Order No. 9 of 2023 issued by the Executive Governor of Anambra State, Prof. Charles Chukwuma Soludo, CFR, on Grievance Redress Mechanisms and Standard Operating Procedures for Ministries, Departments and Agencies (MDAs), and further to the Executive Order designating the Anambra State Investment Promotion and Protection Agency (ANSIPPA) as the One-Stop-Shop (OSS) for all investments in Anambra State, ANSIPPA hereby establishes this Grievance Redress Mechanism (GRM) Service Level Agreement (SLA) to address all investment, aftercare and service-related complaints from investors, prospective investors and other stakeholders of the Agency.

This GRM operationalises ANSIPPA's statutory mandate under the ANSIPPA Law of 2014 to protect, promote, monitor, coordinate and assist current and potential investors, and complements the Agency's continuing obligations under the Anambra State Action on Business Enabling Reforms (SABER) programme and its associated disclosure and accountability requirements to the Nigeria Governors' Forum (NGF).

## 2.0 Administration of the Mechanism

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The GRM shall be set up, managed and administered by ANSIPPA's Public Private Partnership Department, working in close collaboration with the Ministry of Commerce and Industry, the Ministry of Lands, Survey, Physical Planning and Urban Development, the Ministry of Justice, and, where investment facilitation transactions are jointly handled, the Anambra Development and Investment Corporation (ADIC). Each collaborating body shall designate a staff member to serve as a GRM administrator or liaison officer for matters within its remit.

A single GRM Desk shall sit within ANSIPPA's One-Stop-Shop Centre (OSSC) as the primary point of contact for all investor grievances, regardless of which department or partner ministry is ultimately responsible for resolution, so that investors are not required to navigate multiple agencies to lodge a single complaint.

## 3.0 Scope of Grievances Covered

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This GRM applies to complaints arising from an investor's or prospective investor's engagement with ANSIPPA and its One-Stop-Shop process, including but not limited to:

- Delays or lapses in the processing of investment applications, permits, approvals or incentives coordinated through the One-Stop-Shop;
- Disputes or delays relating to land allocation, titling, or site access for approved investment projects;
- Concerns regarding the conduct, responsiveness or professionalism of ANSIPPA staff or partner-agency liaison officers;
- Breach of, or ambiguity in, terms communicated in Memoranda of Understanding (MOUs), incentive letters or investment facilitation agreements;
- Post-approval aftercare issues, including project monitoring visits, inter-agency coordination failures, or unresolved regulatory bottlenecks affecting an operating investment;

- Any other matter an investor reasonably considers to fall within ANSIPPA's promotion, protection or facilitation mandate.

Grievances that are purely commercial disputes between private parties, or that are already the subject of active litigation or arbitration, fall outside the scope of this mechanism and shall be redirected to the appropriate judicial or alternative dispute resolution forum, without prejudice to the complainant's right to also use this GRM for any related service-delivery concern.

## 4.0 Service Level Agreement (SLA)

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The GRM Desk and its administrators must resolve all grievances to the reasonable satisfaction of the parties within twenty-one (21) working days of registration — the Service Level Agreement (SLA) — save where a longer period is agreed in writing with the complainant on account of the complexity of the matter (for example, where inter-agency verification, site inspection, or legal review is required).

## 5.0 Grievance Channels

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All applicable hotlines and email addresses shall be published on ANSIPPA's website and advertised to investors through the One-Stop-Shop Centre, investor briefings and other appropriate channels. Pending formal publication of dedicated GRM hotlines, complaints may be lodged through the following channels:

- Voice call to the ANSIPPA GRM hotline — 09161348075, Whatsapp text: +234 911 000 1100
- Email: [ansippa@anambrastate.gov.ng](mailto:ansippa@anambrastate.gov.ng), [ppp@anambrastate.gov.ng](mailto:ppp@anambrastate.gov.ng), [grm@anambrastate.gov.ng](mailto:grm@anambrastate.gov.ng) (marked "GRM Complaint" in the subject line)
- In person at the GRM Desk, One-Stop-Shop Centre, Block B, Millennium Plaza, Enugu-Onitsha Expressway, Awka
- Written petition addressed to the Managing Director/CEO, ANSIPPA
- Visit [ANSIPPA's personal GRM portal](#), [Anambra State GRM Portal](#)

Every complaint, regardless of the channel used, must be reduced to a written grievance record for the register, and every resolution must likewise be communicated to the complainant in writing.

## 6.0 Standard Operating Procedure (SOP)

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**Step 1:** The complainant registers a grievance through any of the channels above, providing their name, contact details, investment/project reference (if any), and a description of the issue.

**Step 2:** The GRM Desk Officer receives and logs the grievance in the GRM register, assigning it a unique reference number.

**Step 3:** The GRM Desk Officer acknowledges receipt within 72 hours, notifies the complainant of the case status, and requests any further details or supporting documents needed.

**Step 4:** The GRM Desk Officer classifies the grievance and routes it to the relevant ANSIPPA department or partner-ministry liaison officer, activating the investigation process.

**Step 5:** The GRM Desk Officer communicates the expected resolution timeframe to the complainant, consistent with the SLA in Section 4.0.

**Step 6:** The GRM Desk Officer ensures the grievance is resolved and any remedial action is executed within the agreed timeframe (typically within 72 hours for routine matters but not exceeding 21 working days).

**Step 7:** The GRM Desk monitors implementation of the agreed resolution, including follow-up with any partner ministry or agency involved.

**Step 8:** The complainant and the GRM Desk Officer interact to confirm that the resolution is agreeable and has been fully carried out.

**Step 9:** The complaint is formally closed once the solution has been fully implemented and confirmed with the complainant.

**Step 10:** The GRM Desk compiles regular reports — at a minimum quarterly — of all complaints received, in progress and resolved, for internal management review and for onward reporting to the NGF/SABER secretariat as part of ANSIPPA's Business Enabling Environment obligations.

## 7.0 Escalation Matrix

| Level | Responsible Officer                                  | Trigger                                                                        | Timeframe                                                        |
|-------|------------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------|
| 1     | GRM Desk Officer, OSSC                               | Initial receipt, logging and routine resolution                                | 0–72 hours (acknowledgement); up to 21 working days (resolution) |
| 2     | Head, Public Private Partnerships                    | Grievance unresolved at Level 1, or involves more than one department/ministry | Within remaining SLA window                                      |
| 3     | Managing Director / Chief Executive Officer, ANSIPPA | Grievance unresolved at Level 2, or involves a policy, land, or MOU dispute    | Within 7 working days of escalation                              |
| 4     | Office of the Executive Governor                     | Grievance remains unresolved after Level 3, or raises a matter of state policy | As directed by the Governor's Office                             |

## 8.0 Confidentiality and Non-Retaliation

All grievances shall be treated with appropriate confidentiality. No investor or complainant shall suffer any adverse treatment, delay, or withdrawal of facilitation support as a result of lodging a grievance in good faith through this mechanism.

## 9.0 Reporting and Review

The GRM Desk shall submit a summary report of all complaints received and their resolution status to ANSIPPA management at a minimum quarterly and shall make this data available for. In the event of any likely change(s) to this process, ANSIPPA shall communicate such changes to stakeholders as it deems fit.



**Dr. Ejike Osisioma**

Managing Director/Chief Executive Officer, ANSIPPA