

# **COMPLAINT MANAGEMENT POLICY**

## **1. Introduction**

This Complaint Management Policy (“the Policy”) has been prepared by Dangote Flour Mills Plc. (“the Company”) pursuant to the requirements of the Securities & Exchange Commission’s Rules relating to the Complaints Management Framework of the Nigerian Capital Market (“SEC Rules”) issued on 16<sup>th</sup> February, 2015 and The Nigerian Stock Exchange Directive (NSE/LARD/LRD/CIR6/15/04/22) to all Listed Companies (“the NSE Directive”) issued on 22<sup>nd</sup> April, 2015.

This Policy is to address complaints arising out of issues under the purview of the Investments and Securities Act 2007 (ISA), the Rules and Regulations made pursuant to the ISA, The Rules and Regulations of Securities Exchanges and guidelines of recognized trade associations. Also, this Policy has been prepared in recognition of the need to promote and facilitate increased Shareholder/Investor confidence in the Company, through the prompt and effective management of complaints.

The Policy outlines the wide-ranging structure by which the Company and its Registrars will provide assistance regarding shareholder issues and concerns. It also provides the opportunity for the Company’s shareholders to provide feedback to the Company on matters that affect them.

This Policy shall be applicable only to the Company’s shareholders and shall not extend to its customers, suppliers or other stakeholders.

## **2. Aim of the Policy**

This Policy is designed to ensure that complaints and enquiries from the Company’s shareholders are managed in an impartial, efficient and timely manner.

## **3. Responsibilities of the Company**

The Company is dedicated to ensuring that it anticipates, handles and resolves all complaints by its shareholders, through the following means:

- a. By ensuring that shareholder related matters are duly acknowledged and addressed;
- b. By providing an effective platform for efficient and fair investigation of shareholder complaints and enquiries;
- c. By ensuring that there are sufficient processes deployed to ensure that shareholders’ complaints and enquiries are dealt with promptly and adequately;
- d. By establishing a transparent and efficient means of access to shareholder information;
- e. By facilitating efficient and easy access to shareholder information.

#### **4. Procedure for Shareholder Complaints Management**

Shareholders can make complaints or enquires and access relevant information about their shareholdings in the following manner:

##### **i. The Registrars:**

a. Shareholders who wish to make a complaint or enquiry shall, in the first instance, contact the Registrar

(contact details of the Registrars are set out in Section 9 of this Policy). The Registrars shall manage all the registered information relating to all shareholdings, including shareholder name(s), shareholder

address and dividend payment instructions amongst others.

b. Upon receipt of a complaint or an enquiry, the Registrars shall immediately provide the relevant details

of such complaint or enquiry to the Company for monitoring, record keeping and reporting purposes.

c. In resolving complaints or enquiries, the Registrars shall be guided by Section 5 (Shareholder Complaint Management) of this Policy.

##### **ii. The Company Secretary:**

Where the Registrars are unable to satisfactorily address shareholder's enquiries and resolve his/her complaint, the shareholder should contact the office of the Company Secretary (contact details of the Company Secretary is set out in Section 10 of this Policy).

#### **5. Shareholder Complaint Management**

For the making and resolution of complaints and enquiries, the Registrars and the Company shall be guided by the following:

a. All complaints filed shall contain material facts and supporting documents establishing claim.

b. All complaints must contain the following information:

(i). the name of the complainant; (ii) full address; (iii) mobile number; (iv) email address; (v) signature of the complainant; and (vi) date of the complaint.

c. All complaints or enquiries received by e-mail shall be acknowledged within two (2) working days of receipt.

d. All complaints or enquiries received by post shall be acknowledged within five (5) working days of receipt.

e. All complaints or enquiries shall be resolved within ten (10) working days from the date of receipt of the complaint or enquiry.

f. The Nigerian Stock Exchange (NSE) shall be notified, within two (2) working days, of the resolution of a complaint or enquiry.

g. Where a complaint/ enquiry cannot be resolved within the stipulated time frame set out above, the shareholder shall be notified about the delay. **PLEASE NOTE** that delays may be experienced in some situations, including where documents need to be retrieved from storage.

h. Where a complaint cannot be resolved within the stipulated period, the Shareholder may refer the

complaint to NSE within two (2) working days of being informed of the delay. The letter of referral shall be accompanied by a summary of the proceedings of events leading to the referral and copies of the relevant supporting documents.

i. Upon resolution of the complaint or enquiry, a response shall be forwarded to the complainant through the same medium by which the complaint or enquiry was received (whether by email, post or fax), unless otherwise notified to or agreed with the shareholder.

## **6. Electronic Complaints Register**

The Company shall maintain an Electronic Complaints Register. The Electronic Complaints Register shall include the following information:

- The Shareholder/Complainant's information (including name, full address, mobile number, e-mail address and signature);
- The date of receipt of the enquiry or complaint;
- The Nature and Details of the enquiry or complaint;
- The Status update and action(s) taken in respect of the complaint;
- Date of the Resolution of the complaint;
- Any additional remarks or comments.

## **7. Quarterly Reporting**

The Company shall provide information on the details, action taken and current status of complaints to the Securities and Exchange Commission and The Nigerian Stock Exchange on a quarterly basis.

## **8. Liaison with the Registrars**

During the investigation of a shareholder's enquiry, complaint or feedback, the Company may liaise with the Registrars, and the engagement with the Registrars will include:

- Determining the facts;
- Determining what action has been undertaken by the Registrars (if any);
- Coordinating a response with the assistance of the Registrars.

## **9. Contact Details of the Registrars**

The Registrars may be contacted as follows:

EDC Registrars Limited  
No. 154 Ikorodu Road,  
Onipanu – Shomolu  
Lagos.  
Telephone:  
E-mail: [monyejuwa@edcregistrars.com](mailto:monyejuwa@edcregistrars.com)  
Website: [www.edcregistrars.com.ng](http://www.edcregistrars.com.ng)

## 10. Contact Details of the Company Secretary

Shareholders seeking to escalate unresolved complaints are invited to contact the Company Secretary as follows:

Office of the Company Secretary,  
Dangote Flour Mills Plc.  
Terminal E, Greenview Development Building, 2<sup>nd</sup> Floor,  
Apapa Wharf, Lagos, Nigeria.  
Telephone: +2348070482500  
E-mail: aisha.isa@dangote.com  
Website: [www.dfmhubb.com](http://www.dfmhubb.com)

## 11. Shareholder Access to this Policy

Shareholders will have access to this Policy through the following media:

- The Policy shall be available on the Company's website: ([www.dfmhubb.com](http://www.dfmhubb.com))
- A copy of the Policy may be requested by contacting the Office of the Company Secretary.
- The Policy shall be made available for perusal at General Meetings of the Company.

## 12. Fees and Charges

Wherever possible, and subject to statutory requirements, the Company shall not charge shareholders for making enquiries, giving feedback, providing a response or for any aspect in resolving a shareholder's matter.

**PLEASE NOTE** that in certain circumstances, the Registrars may charge shareholders a fee (for example, to resend previous Dividend Statements upon request by the shareholder).

## 13. Review of this Policy

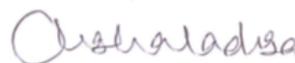
The Company may from time to time review this Policy and the procedures concerning shareholders' enquiries, complaints and feedback. Any changes or subsequent versions of this Policy shall be published on the Company's website ([www.dfmhubb.com](http://www.dfmhubb.com))

**Approved by the Board of the Company on the 24th day of April, 2018.**



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**Chairman**



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**Secretary**