

## **WELCOME TO THE SHIPPERS' COMPLAINT UNIT**

### **ABOUT THE UNIT**

The Shippers' Complaint Unit (SCU) is a Unit of the Compliance Monitoring Division in the Commercial Shipping Services Department. It is located on the 10<sup>th</sup> floor of the Shippers' Tower at No.4 Park Lane, Apapa, Lagos.

Telephone number: 07090678863; 07098716001

E-mail address:Complaints@shipperscouncil.com

### **MANDATE**

To handle complaints reported to the Council by aggrieved Shippers and other stakeholders.

### **VISION:**

Enhance the profitability of Shippers' business by providing quality and timely solutions to their complaints.

### **MISSION:**

To promote a seamless handling procedure for shippers complaints.

### **TYPES OF COMPLAINTS HANDLED**

1. Poor Service delivery e.g. (undue delays caused by error/ misinformation on the part of the service providers; discharging of goods in the "wrong" terminal; transfer to off-dock terminals without the shipper's consent etc.)
2. Breach of agreement/MOU
3. Arbitrary rules/directives from service providers.
4. Charges for services not rendered

5. Upward review of charges without government's approval
6. Arbitrary charges e.g. (introducing new nomenclatures)
7. Delay in refund of container deposit/excess monies
8. Disputes between business partners (Local or overseas)
9. Cargo loss, Cargo damage and short landing/short delivery of goods.

### **WHO HAS THE RIGHT TO MAKE COMPLAINTS**

Aggrieved shippers (importers/exporters) and other stakeholders in the industry.

### **WAYS TO COMPLAIN**

Complaints could be made via telephone, SMS, e-mail, Post, or verbally to the following:

1. EXECUTIVE SECRETARY/CHIEF EXECUTIVE OFFICER
2. DIRECTOR, COMMERCIAL SHIPPING SERVICE
3. DEPUTY DIRECTOR, COMPLIANCE MONITORING
4. SHIPPERS COMPLAINT UNIT (SCU) DESK

An officer will be available to guide the complainant on steps to take to ensure proper documentation.

### **TO WHOM SHOULD WRITTEN COMPLAINTS BE ADDRESSED**

Any written complaint **MUST** be addressed to:

The Executive Secretary/CEO  
Nigerian Shippers' Council  
4, Park Lane, Apapa, Lagos.

## **OBLIGATIONS TO BE MET BY THE COMPLAINANTS**

The Complainant **MUST** avail the SCU with the following information:

1. Full name
2. Current contact address
3. Telephone number
4. E-mail address
5. Details of the problem
6. Photocopies of relevant documents

## **SERVICE CHARGE**

Service is absolutely **FREE**

You are welcome to Shippers Complaint Unit of the Nigerian Shippers' Council.

A visit will convince you.