

McNichols Consolidated Plc Complaints Management Policy

Policy Statement

This Policy is intended to ensure all complaints are handled fairly, efficiently and effectively.

Scope

This Policy applies to complaints about the Company, its services, products and/or how complaints are handled, originating from within/outside the company. This includes, for example, complaints about:

- Products and services offered by the company
- The conduct of employees of McNichols Plc, including the quality of service provided
- General decisions made by employees or management of McNichols Plc

McNichols Consolidated Plc through this policy is committed to effectively manage complaints promptly and fairly, ensuring that:

1. Your complaints will be investigated in depth and will be handled in an efficient and effective manner and you will be treated courteously.
2. We will be fair both to you and any employee for whom a complaint may refer to.
3. We will not charge you for making a complaint.
4. We will always observe privacy and confidentiality of any personal data. Any individual involved in the complaint or responsible for the management of the complaint will not participate in the investigation process to avoid conflict of interest.
5. Our employees are trained and will continuously undergo training on Complaint Management Policy and will have direct access to related documentation in order to facilitate the effective handling of complaints.
6. Our Board of Directors, management and employees acknowledge your right to file a complaint and are committed to the efficient and fair resolution of complaints or problems that may arise from the services we provide.
7. The complaints management system included in this Policy and internal procedures will be reviewed periodically, aiming to enhance the transparency, efficiency and the greatest possible satisfaction of McNichols Consolidated Plc's customers and other stakeholders.

Please note that our Complaints Management Policy will always be available on our website:
www.mcnicholsplc.com

Complaints Procedure/Lodging a Complaint: Who can file a complaint?

Any complaint can be submitted by a customer, shareholder or a staff of the company.

First point of contact

If you have any issue with the Company, our products or the services we offer, your first point of contact should be the Administration department by writing to mcnicholsservices@yahoo.com. Our aim is to promptly resolve any possible issue you might have at every point in time during the pendency of your relationship with us.

Escalation of Unresolved Complaint

If you are not satisfied with the response received, please submit a formal complaint letter (by electronic mail) addressed to mcnicholsnigeria@yahoo.com to investigate and resolve the matter.

What we expect from you:

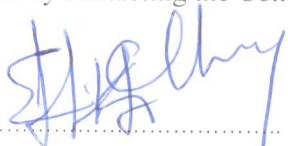
1. To indicate information about your relationship with the company as well as your full contact details.
2. To describe your complaint clearly and accurately.
3. To be specific with respect to the reasons for which you are filing a complaint.
4. To mention your expectations clearly, in regards to the resolution of the issue.

Response timeframes in complaints handling

1. Acknowledgement of your complaint shall be within 3 working days of receipt.
2. Your complaint will be addressed within 15 working days. A relevant response will be sent immediately.
3. On rare occasions where more time is required for the proper and detailed investigation of your complaint, an extension period will be requested in writing. In our letter, besides any additional information that we may request, we will inform you of our actions taken so far and any further actions required for the completion of the investigation.
4. Our aim is to ensure that you receive our final response within 10 working days from the time of the extension notification.

Status update request

Please note that should you wish to request an update at any stage of the complaint investigation, you can do so by contacting the Company through mcnicholsnigeria@yahoo.com.



DIRECTOR

