1 FAQ

1. What is PCC?

PCC stands for public complaints commission and was set established to investigate complaints against the federal, state and local government, corporate organisations and their officials/ agencies on matters that bothers on administrative injustice and to resolve such matters.

1. What is IMS?

IMS stands for issues management system. It is a platform where people with grievances come to lodge their complaints and monitor the progress their complaints.

1. How to lodge a complaint?

A user have to first register his/her details including email and password which will be used to log into the system and have access to the complaint form and then submit a complaint.

2 HEADER/BANNER

1. Use ‘Register’ instead of ‘Signup’
2. Include PCC banner with their logo( i will send that)

3 HOME BODY

1. Remove ‘our system easily logs complaints, we are here for you...’ Put ‘LODGE A COMPLAINT'
2. Remove the button ‘Learn More'
3. The button ‘log Complain' should be changed to ‘Lodge Complaint'
4. Add ‘simple steps to Lodge your Complaint'.
5. Register: Begin by registering your details to have full access to the system.
6. Fill in Form: Fill all necessary details concerning your issue/complaint.
7. Submit complaint: Once you have filled all necessary information, submit your complaint while we begin investigation.
8. The Images and write up to be on the blog will be gotten from the PCC website.
9. Remove the ‘ Get started’ button and the other write up before the footer.
10. The footer should be ‘Publix Complaint Commission Nigeria – Issue Management System. ©All rights Reserve.