

IKEJA HOTEL PLC

(RC 10845)

(Trading as Sheraton Lagos Hotel, Ikeja, Lagos)

**COMPLAINTS MANAGEMENT POLICY AND
PROCEDURE**

IKEJA HOTEL PLC COMPLAINT MANAGEMENT POLICY AND PROCEDURE

Company	Ikeja Hotel Plc
Board	The Board of Directors of the Company
Registrar	Company Responsible for maintenance of the company's shares register, issuance and payment of dividend and safekeeping of shareholders data
Shareholders	An individual, company or other institution that owns at least one share of the company's stock and has its name registered in the company's register of members
Stakeholders	These include persons, investors, creditors, directors, employees, government (and its agencies), owners (shareholders), suppliers, unions, trade associations and the host community.
Regulators	The Securities and Exchange Commission (SEC), The Nigerian Stock Exchange (NSE) and The Financial Reporting Council of Nigeria (FRCN)

1. INTRODUCTION

This complaint management policy was prepared in compliance with the Investments and Securities Act 2007 (ISA), the Securities and Exchange Commission (SEC) rules and the guidelines of recognized trade.

The policy aims to establish a fair, impartial and objective complaints management policy for the handling of the complaints/enquiries from shareholders, customers regulatory agencies and the other stakeholders, and also includes procedures for the prompt and efficient resolution of all complaints and enquires in accordance with the relevant rules.

The company is open and responsive to receiving feedback whether as a complaint, question, comment or compliment.

2. APPLICABILITY

This is applicable to all Directors, Shareholders, Officers, Stakeholders and employees of the Company.

3. OBJECTIVES OF THE POLICY

The objectives of this policy are:

- To ensure that complaints are handled promptly and as close to the source as possible
- For effective monitoring of complaints
- For identification and implementation of business improvement opportunities
- For fair, accountable, transparent and responsive management of complaints and enquiries of all stakeholders
- Assist the company in the elimination of possible derivative litigation by an aggrieved stakeholder

4. PROCEDURES FOR STAKEHOLDERS TO LODGE COMPLAINTS

To lodge complaints, grievances, or any expression of dissatisfaction, in any aspect of the Company's operations, services, personnel, policies, shares or dividends, kindly follow the steps set out below;

- I. Contact the Company at the address stated below for the attention of the Company Secretary with the following information;
- a. Signed letter of complaint, stating nature of your complaint.
 - b. Materials/documents relevant to complaint.
 - c. Full names, address, contact details of complainant (kindly also indicate preferred mode of communication to ensure prompt response).

- II. Complaints should be forwarded by either mail or post to the contacts details below;

Address: The Company Secretary
Punuka Nominees Limited
Plot 45 Oyibo Adjarho street
Off Admiralty Way
Lekki Phase One
Lagos

Email: complaints@ikejahotelplc.com

Note that the email address is the quick, convenient and secure way to lodge complaints.

- III. Direct Liaison with the Registrar
- Shareholders who are unsure about any aspect of their shareholding or who wish to make enquiry or complaints about their shareholding may directly contact the registrar **GTL Registrars** at 274, Murtala Muhammed Way, Yaba, Lagos State or call their direct line 01 279 3160

5. LODGING COMPLAINTS

- a. Complaints should be written in clear English and must be either by mail/a formal letter;
- b. An acknowledgment will be immediately communicated by the Company within 5 working days of receipt of the complaint;
- c. The Company aims to investigate and resolve complaints within ten (10) working days of receipt of the complaint, depending on the nature or complexity of the issues involved;

- d. In the event that the Company is unable to investigate within the timeline above, the complainant shall be contacted by the Company to set out expected timelines by which the complaint lodged should be resolved;
- e. Upon conclusion of the investigation, should the complainant find that the complaints were not addressed in a satisfactory manner, the complainant may lodge a complaint with the;

Chief Operating Officer of Ikeja Hotel Plc using the following address:

Address: The Chief Operating Officer
 Ikeja Hotel PLC
 84 Opebi Road
 Ikeja
 Lagos

Email: theoeniola@ikejahotelplc.com

- f. All Correspondence will be treated withutmost confidentiality, except where third parties are implicated by the complaint, details of the complaint may then be divulged in order to reach a satisfactory conclusion;
- g. Where the complaint is not resolved within the given timeframe above, the complainant can refer the complaint to the Nigerian Stock Exchange (NSE) two (2) working days thereafter. The letter of referral shall be accompanied by a summary of proceedings of events leading to the referral and copies of relevant supporting documents and the Company should be copied with the letter of referral for record purposes;
- h. All complaints lodged with the NSE are expected to be fully resolved within twenty (20) working days, subject to the discretion of the NSE;

6. REGISTER OF COMPLAINTS

The Company shall maintain and keep an electronic Complaints Register which shall contain the following details:

- a. Date of the complaint
- b. Complainant's information Nature and details of complaint
- c. Status and date of resolution
- d. Comments

Status reports of complaints filed with the Company shall be forwarded to the NSE quarterly.

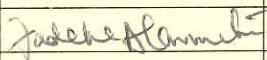

7. REVIEW OF CODE

The company shall regularly review this policy and the procedures concerning enquiries, complaints and feedback. As part of the review, the Company will identify and analyse systematic and recurring problems and put in place FAQs as well as remedial actions to prevent recurrence of similar problems.

8. APPROVAL

The policy has been reviewed and approved by the Board of Directors of Ikeja Hotel Plc.

Dated this 27th day of April 2018

NAME	DESIGNATION	SIGNATURE	DATE
FADEKE ALAMUTU	DIRECTOR		27/04/2018
OLUWABUNMI ADEBOYEJO	COMPANY SECRETARY		27/04/2018