



Presco

PRESCO PLC

COMPLAINTS MANAGEMENT POLICY

To Establish and Maintain Complaints Management Framework in Compliance with Rules Relating to Complaints Management Framework of the Nigerian Capital Market.

To Establish and Maintain Open Easy Accessible Window to Enable All Stakeholders and Members of the Public Present or Lodge Complaints Concerning the Company's Operations, Business Activities, Management, Administration and Public Relation.

To Establish and Maintain Competent and Functional Complaints Committee to Investigate and Resolve Complaints Received or Lodged.

To Establish and Maintain Electronic Complaints Register.

To Take All Necessary Measures in Full Compliance with the Provisions of the Code of Good Corporate Governance for Public Quoted Company in Particular and Organizations in General.