



U. Complaints

TMA Regulations – D. Procurement

Complaints

55. *Complaints from bidders, contractors, or other third parties must be sent to the Complaint Committee via the email address, complaints@trademarkafrica.com.*

56. *Efforts will be made to resolve all complaints internally in the first instance through discussion. Where this is not possible, the complainant may re-submit their complaint and it will be submitted to the Complaints Committee of the Board*

1. Any questions, queries or concerns about the procurement process should be raised directly with the HOP in the first instance via procurement@trademarkafrica.com, who will address the matters raised.
2. If the matter is not satisfactorily resolved, the complainant is encouraged to write to complaints@trademarkafrica.com.