

Use this form to submit a grievance by completing and sending this form to Report@lumos.com.ng. Once your form is successfully submitted, please expect an initial response within seven (7) days. You may submit a form unanimously, however, our ability to address your concern may be limited without your details.

Grievance related to products and services which are not sufficiently addressed by a Lumos Partner, can be submitted and dealt with through customer service through dialling 08001234567 (for Lumos Nigeria)) or sending an e-mail to customerservice@lumos.com.ng

External Grievance Form

External Grievance Registration Form		
Aggrieved party details		
Name (optional)		
Company/Entity (optional)		
Contact details (optional) of preferred method of contact. <i>(Please note: if no contact details are provided, it will not be possible to provide acknowledgment or details of the resolution)</i>	By post (Please provide mailing address): By telephone (Please provide country code): By email:	
Anonymity	• Yes	• No
Date of submission		
How grievance was submitted	Email ☐ Phone ☐	
Grievance details		
Description of grievance/ incident (who, what, where, when, and how)		
If applicable, date and/or duration of the incident that led to the complaint	Once-off grievance/ incident date: How many times if occurred more than once? Duration if on-going?	
Has this grievance been raised previously?	☐ Yes	☐ No
	Date:	Place:
Suggestions for how the grievance could be resolved		
Internal use only		
Grievance received by:		
Date received:		
Reference number:		