

FORM 5

CONSUMER COMPLAINT FORM

Pursuant to Regulation 68(1)(b) and (2) of the COMESA Competition and Consumer Protection Regulations, 2025

The COMESA Competition and Consumer Commission (the “Commission”) welcomes complaints from natural and legal persons who believe that an alleged unfair trade practice has or may have an effect on consumers in the Common Market¹ or a substantial part thereof.

Only complaints falling within the Commission’s jurisdiction will be investigated. Where the complaint falls outside the Commission’s jurisdiction, it may, where appropriate, be referred to the relevant authority and the Complainant will be informed accordingly.

The Commission does not charge any fee for the filing of a Complaint.

FORM INSTRUCTIONS

- i. Complete all sections of this Form to the best of your knowledge and attach any relevant supporting documents relating to your complaint (e.g. correspondence, contracts, receipts, etc.).
- ii. You may request confidential treatment of information by completing the Request for Confidentiality Form (8) and submitting it together with this Complaint Form.

¹ Common Market means the Common Market for Eastern and Southern Africa (COMESA) comprising Burundi, Comoros, Democratic Republic of Congo, Djibouti, Egypt, Eritrea, Eswatini, Ethiopia, Kenya, Libya, Madagascar, Malawi, Mauritius, Rwanda, Seychelles, Sudan, Tunisia, Uganda, Zambia, Zimbabwe

I. DETAILS OF COMPLAINANT

If the Complainant prefers to remain anonymous, please tick this box ☐ and proceed to **Section II.**

Full name of Complainant:	Country of Residence:	
Name of contact Person:		
Telephone number	Postal address:	Email:

II. JOINT COMPLAINT

Is this Complaint being submitted jointly with other natural and/or legal person(s)?

☐ Yes ☐ No

If **yes**, provide the details below:

Name:

Telephone number:	Email:
-------------------	--------

III. DETAILS OF THE UNDERTAKING (PERSON/BUSINESS) COMPLAINED AGAINST

Name of the Undertaking:

Address:

Telephone number:	Postal address:	Email:
Other Contact Details of the Undertaking:		

If this Complaint involves more than one (1) Undertaking, please provide their names and contact information on a separate sheet to be submitted together with this Form.

IV. DETAILS OF THE COMPLAINT

Provide a **clear and concise description** of the complaint: *(conduct, dates or period of occurrence, locations where the conduct occurred, parties involved, etc)*.

.....

.....

.....

.....

.....

V. SUPPORTING DOCUMENTATION/RELEVANT EVIDENCE

List and attach supporting documentation/relevant evidence:

(including but not limited to copies of agreements or contracts, receipts or invoices, warranties, delivery notes, correspondence (emails or letters, circular etc.), minutes of meetings, business documents)

Provide the names and contact details of persons who can testify to the facts outlined in this Complaint.

VI. PRIOR ENGAGEMENT WITH THE UNDERTAKINGS COMPLAINED AGAINST

Have you previously raised this complaint with the Undertaking?

☐ Yes ☐ No

If **yes**, please indicate:

Date (s):

Response received:

Please attach any supporting evidence of the response received.

.....

VII. COMPLAINTS TO OTHER AUTHORITIES

Have you raised this complaint with any of the following?

Institution	Yes	No
National Consumer Protection Authority	☐	☐
Sector Regulator(s)	☐	☐
National Courts	☐	☐
Other (specify)	☐	☐

Date(s) of lodging complaint:

Name of the authority where complaint was lodged:

Response received/action taken:

Please provide details and attach relevant documents:

.....

VIII. REMEDY SOUGHT

Please indicate how you would like your complaint to be resolved:

.....
.....

IX. DECLARATION

I/We hereby declare that the information provided in this Complaint Form and all documents attached hereto are **true, accurate, and complete** to the best of my/our knowledge.

Name: _____ Designation: _____

Date: _____ Signature: _____

Official Use Only

Received By

Name:	Signature:
Date Received:	Case File Number:

Head of Division

Name:	Signature:
Date Received:	
Division:	

The Form Should be Submitted to:

The COMESA Competition and Consumer Commission

Kang'ombe House

P.O Box 30742

Lilongwe 3 – Malawi

Email to: registrar@comesacompetition.org

With a copy to: compcom@comesacompetition.org and
consumers@comesacompetition.org