



THE COMPLAINTS HANDLING PROCEDURES

The Botswana Communications Regulatory Authority (BOCRA or the Authority) is a statutory body established under the Communications Regulatory Authority Act (No. 19 of 2012) and charged with the responsibility for the regulation of the communications sector in Botswana; comprising Telecommunications; Internet; Information and Communications Technologies (ICTs); radio-communications; commercial broadcasting, postal services and related matters.

BOCRA continues to monitor the Quality of Service provided by the licensees. To this end, BOCRA has developed the Quality of Service Guidelines for operators with view to improve and maintain service quality by identifying service deficiencies, specifying network service quality parameters, improving operations, performance and networks.

In the event that you are not satisfied with the service provided by your service providers, you may lodge your complaint with the concerned service provider. BOCRA will investigate a consumer complaint against the service provider if there is sufficient evidence to establish a prima facie on possible breaches of any provisions under the Communications Regulatory Authority Act 2012 or any conditions under the service licence.

BOCRA advises consumers to obtain and familiarise themselves with the complaints handling processes of their respective service providers.

Step 1:

ADDRESS THE COMPLAINT TO THE SERVICE PROVIDER

Consumers will first address their complaints to the appropriate service provider's Customer Services Department. Consumers should first explore and exhaust all possible channels of remedy available within the operator(s) before any reference to BOCRA.

Step 2:

ASK THE SERVICE PROVIDER FOR THE TIME IT WILL TAKE TO RESOLVE THE COMPLAINT

Consumers should ask the operator(s) to state the period within which complaints will be resolved. Complaints to an operator will be resolved within the time frame as stipulated by the service provider. Any deviation should be accompanied by a written explanation to the complainant.

Step 3:

KEEP COPIES OF CORRESPONDENCE OF THE COMPLAINT

It is important that complainants should keep records of all correspondence between themselves and the operators. Where possible, complainants should request service providers to acknowledge receipt by stamping their copies of complaint letter.

Step 4:

ESCALATE COMPLAINT TO THE HIGHEST LEVEL WITHIN THE SERVICE PROVIDER

If a complaint is not resolved in the first instance, the consumer should request for the complaint to be escalated to a higher level in line with the Operators' Guidelines for Handling Complaints.

STEP 5

ESCALATE COMPLAINTS TO BOCRA

Where the operator has not satisfactorily resolved a complaint, the consumer should refer that complaint to BOCRA.

The Notification about the referred complaint shall include the following:-

- The names and addresses of the parties;
- A brief statement of facts on the complaint;
- Copies of any relevant supporting documents; and
- The relief or remedy sought.

In the event that a complainant has a disability or is disadvantaged due to the lack of language and/or writing skills, he/she may seek assistance from BOCRA's Compliance and Monitoring department. Where the complainant is blind his/her complaint will be recorded and later transcribed.

Complaints may be made to BOCRA by phone, email, post or fax. Communication of complaints by telephone should be directed to 3685500.

Complaints can also be made by email/on-line via BOCRA website at www.bocra.org.bw Email info@bocra.org.bw.

Written complaints should be addressed to:

The Chief Executive
Botswana Communications Regulatory Authority
Private Bag 00495
Gaborone

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