

STEP 5

Escalate the complaint to the BTA



Where the service provider has not satisfactorily resolved a complaint, the consumer should refer that complaint to the BTA.

The Notification about the referred complaint shall include the following:

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

Complaints may be brought to the BTA by post, hand delivered, emailed or faxed.

CONTACT DETAILS

THE CHIEF EXECUTIVE
Botswana Telecommunications Authority
Plot No. 206/207 Independence Avenue
Private Bag 00495, Gaborone

Tel: +267 395 7755
Fax: +267 395 7976
Email: info@bta.org.bw
Website: www.bta.org.bw

CONSUMER EDUCATION MATERIAL

COMPLAINT HANDLING PROCEDURES



BOTSWANA TELECOMMUNICATIONS AUTHORITY



The Botswana Telecommunications Authority is mandated by the Telecommunications Act [72:03] Section 17 (1) (b), to promote the interests of consumers, purchasers and other users of the telecommunication services in respect of price, quality and variety of, such services and equipment supplied for provision of the same.

The Telecommunications Act also empowers the BTA to settle any dispute that may arise between licensees and members of the general public and to address any complaint relating to telecommunication services provided or telecommunication equipment supplied in Botswana.

Similarly, the Public Telecommunication Operators (PTO) Licence requires the licensee to lodge with the BTA for approval, procedures designed to address complaints from the public about the licensee and to notify the public about the existence of such complaints procedures. **Customers are advised to obtain and familiarise themselves with complaints handling procedures of the respective service providers.**

The BTA has developed procedures to inform all stakeholders of how it intends to handle consumer complaints. The BTA anticipates that these procedures will promote consumers' understanding and awareness of their rights in the telecommunications sector.

The Complaints Handling Procedure

STEP 1

Address the complaint to the service provider



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

STEP 2

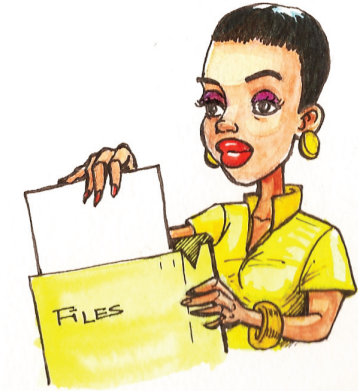
Ask the service provider for the time it will take to resolve the complaint



Consumers should ask the service provider(s) to state the period within which complaints will be resolved. Complaints to a service provider 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 keep records of all correspondences between themselves and the operators. Where possible, complainants should request service providers to acknowledge receipt by stamping their copies of complaint letters.

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 service providers' Guidelines for Handling Complaints.