

Dear Valued Customer

Complaints Management Procedure – POST OFFICE

Thank you for choosing BotswanaPost as your service provider. In our pledge to providing excellent service to you, we commit to:

- Being responsive to your needs, concerns and resolving your complaint as quickly as possible.
- Being consistent and fair when handling your complaint.
- Investigate your complaint impartially with a balanced view of all information and evidence.
- Take reasonable steps to actively protect your personal information.
- Give feedback on action taken within reasonable time.

How to register your complaint:

Should you not be satisfied with service at any of our Post offices, kindly register your complaint as guided below:

All timelines are set within the operating hours of our Post Offices. All Post Offices are open half day on Saturday and closed on Sundays and Public Holidays. All complaints requiring further investigation will be resolved within 30 working days.

Steps	Contact Person	Escalation Process	Contact Number	Turnaround Time
Step 1	Branch Manager	Register Complaint. Should you not be satisfied with the resolution at this stage, your complaint will be referred to the Value Centre Manager.	Your Local Post office (see telephone directory)	Same Day
Step 2	Value Centre Manager	The Manager will facilitate a resolution and close the issue. However, if still dissatisfied the Manager will refer your complaint to the Value Centre.	Central(Palapye) Tel:3681015 North(Francistown) Tel:3681046/3681052 South (Gaborone) Tel:3681095	1 Day
Step 3	Value Centre General Manager	The General Manager will facilitate a resolution and close the matter. Should you not be happy with the outcome, the complaint will be referred to the General Manager Customer Service.	Central(Palapye) Tel:3681015 North(Francistown) Tel:3681046/3681052 South (Gaborone) Tel:3681095	1 Day
Step 4	General Manager Customer Service	The Customer Service General Manager will facilitate a resolution and seek to close the matter. However, your complaint will be referred to the next level if you are still not satisfied with the outcome.	P.O. Box 100 Gaborone, Botswana Tel:3953131,3681006	1 Day
Step 5	Chief Commercial Officer	The Chief Commercial Officer will address your case and seek a fresh resolution. Should you still not be satisfied your case will be referred to the Chief Executive Officer(CEO).	P.O. Box 100 Gaborone, Botswana Tel:3953131,3681006	2 Day
Step 6	Chief Executive Officer	The CEO will resolve your complaint and the case will be closed.	Head Office - Poso House P.O. Box 100 Gaborone, Botswana Tel:3953131	2 Day

In the event that you are still not satisfied with the resolution from BotswanaPost, you are kindly advised to register your dissatisfaction with the Botswana Communications Regulatory Authority(BOCRA) at the following address:

Chief Executive Officer
BOCRA
Private Bag 00495
Gaborone



Botswana Post
Khama Crescent
Plot 53952
P O Box 100
Gaborone, Botswana



Telephone:
(+267) 391 1473 / 393 0629 /
0800 33 55 77

WhatsApp & SMS Line:
(+267) 77 537 517



enquiries@botswanapost.co.bw

www.botspost.co.bw