

Lodging of Complaint Against Unfair Business Practices

Overview

Any consumer whose interests/rights are violated and having not obtained redress from the business may lodge a consumer complaint of unfair business practice.

A consumer is defined in the Consumer Protection Act 2018 as "any person or non-profit making organisation to whom or to which any commodity is offered, supplied or made available, where such person or organisation does not intend to apply the commodity for the purpose of resale, lease, rendering services or the manufacture of goods for gain."

Who is eligible?

Any consumer, class of consumers or consumer organisation.

How do I get this service?

- Seek redress from the supplier concerning your dissatisfaction with the service rendered.
- If dissatisfied escalate to the nearest Consumer Protection Offices listed below by:
- Downloading and submitting the **CONSUMER COMPLAINT FORM** with supporting documents in person or fax.

What supporting documents are required?

- Invoices/Receipts.
- Warranty terms or purchase agreement.

How long will this service take?

Thirty (30) working days.

How much does it cost?

No cost.

Where can I obtain this service?

Gaborone Head office	Kanye	Consumer Protection Unit - Gaborone
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<p>Competition and Consumer Authority Private bag 00101 Gaborone, Botswana Main Mall, Plot 28 Matsitama Road</p> <p>Email: CA@competitionauthority.co.bw</p> <p>Web: www.competitionauthority.co.bw</p> <p>TEL: 3934278 FAX: (+267) 3121013</p>	<p>Rural Administration Centre</p> <p>Private Bag M1939 Kanye</p> <p>Tel: 5441335/5441448 Fax: 5442460</p>	<p>Ministry of Investment, Trade and Industry Ground Floor, North wing Plot 54380, Central Business District, Gaborone Private Bag 0048 Gaborone</p> <p>Tel: 3952571 Fax: 3951869</p>
Maun	Selibe Phikwe	Jwaneng
<p>Old Mall, Behind Botswana Telecommunication Corporations Office, Adjacent to Broadcasting Services. Second Floor.</p> <p>Office – 23 & 24</p> <p>P. O. Box 109</p> <p>Maun</p> <p>Tel: 6860684</p> <p>Fax: 6862115</p>	<p>Selibe Mall, Plot 2626, Susan Building above Chicken Licken</p> <p>P. O. Box 890</p> <p>Selibe Phikwe</p> <p>Tel: 2611624 Fax: 2613829/2613111</p>	<p>Rural Administration Centre - Dithuso House – 2nd Floor</p> <p>P. O. Box 1595</p> <p>Jwaneng</p> <p>2611624</p> <p>Tel: 5880396 Fax: 5882819</p>
Hukuntsi	Francistown	Ghanzi

Rural Administration Centre Private Bag 001 Hukuntsi Tel: 6510380 Fax: 6510344	Rural Administration Centre - Ntshe House, 2nd Floor P. O. Box 254 Francistown Tel: 2413824 Fax: 2413824	Rural Administration Centre P. O. Box 254 Ghanzi Tel: 6596519 Fax: 6596841
Tsabong	Kasane	Serowe
Plot 7065, Behind CTO, Cooperatives Development Building. P. O. Box 293 Tsabong Tel: 6540320 Fax: 6540476	Plot No 2972, Behind Police, White City Private Bag K12 Kasane Tel: 6252375/6252499/ Fax: 6252434	Serowe Main Mall Next to Standard Chartered Bank Private Bag 0057 Serowe Tel: 4630042 Fax: 4633725

Opening hours: 07:30 to 12:45 and 13:45 to 16:30 Monday to Friday, except public holidays

Where can I get more information on this Service

Competition and Consumer Authority

Private Bag 00101

Gaborone, Botswana

Main Mall, Plot 28 Matsitama Road

Email: CA@competitionauthority.co.bw

Web: competitionauthority.co.bw

Tel: [\(+267\) 3934278](tel:+2673934278)

Fax: [\(+267\) 312013](tel:+267312013)