

Provision of Redress Against Administrative Decisions of Public Functionaries

Overview

Members of the public who are dissatisfied with the administrative action or decision taken against them by officers at government ministries, and agencies are encouraged to let their voices be heard. This is done by lodging formal written complaint with the Office of the Ombudsman.

Please note that, the Ombudsman may decline addressing a complaint if (s)he finds the complaint is without reasonable cause or has been delayed for more than 12 months.

Who is eligible?

Any member of the public, including those in legal custody and those admitted to psychiatric hospitals, can lodge complaints with the Ombudsman.

How do I get this service?

Before lodging a complaint with the Office of the Ombudsman, a person should ideally go through the following steps, before moving to the next if dissatisfied.

1. Raise verbal complaint with the official(s) involved.
2. Lodge official written complaint to the head of the applicable department.
3. Write complaint letter to the Director or Chief Executive.
4. Write complaint letter to the Permanent Secretary or any other officers responsible for the organization.

If still dissatisfied, a complainant can write an official letter of complaint to the Ombudsman, providing all the details of the matter, including the date and time of the occurrence, parties involved, complainant's contact details inclusive of postal address, and steps taken since occurrence.

Alternatively, the complainant may use the complaint form. The letter or complainant form must be attached to copies of any relevant supporting documents which may be delivered in person at or faxed to the offices listed below, or emailed to ombudsman@gov.bw

What supporting documents are required?

Complainant would need:

- [Complaint Form](#)
- Copies of all relevant written communication pieces between the complainant and the government organisation

How long will this service take?

Plus, or less than 5 months depending on the complexity of the matter.

How much does it cost?

This service is provided to the public free of charge.

Where can I obtain this service?

Gaborone

Main Mall

Lot 21 Corner of Khama Crescent & Queens Road

Francistown

1st Floor

New BBS House

Plot no. 13980

Maun

New Mall

Plot 514, Mathiba Road

Tsabong

Tsabong CBD

Plot 37134, Kwesi Street,

Where can I get more information on this Service

To get this service or access additional information, please contact or visit any of the offices listed below.

Main Mall Lot 21 Corner of Khama Crescent & Queens Road Private Bag BR 374 Gaborone Botswana Tel. (+267) 395-3322 Toll free: 0800 600 014 Fax. (+267) 395-3539 Opening hours: 7:30 to 16:30, Monday to Friday, except public holidays.	1st Floor New BBS House Plot no. 13980 Private Bag F438 Francistown Tel. (+267) 244-0547 Fax. (+267) 244-0543 Opening hours: 7:30 to 16:30, Monday to Friday, except public holidays.
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<p>New Mall Plot 514, Mathiba Road Private Bag 6 Maun Botswana Tel: (+267) 6864548 Fax: (+267) 6864510 Opening hours: 07:30 to 16:30, Monday to Friday, except public holidays</p>	<p>Tsabong CBD Plot 37134, Kwesi Street, Private Bag 0015 Tsabong Botswana Tel: (+267) 6542981 Fax: (+267) 6542983 Opening hours: 07:30 to 16:30, Monday to Friday, except public holidays</p>
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