

Trade Dispute - Arbitration

Overview

This intervention occurs when a dispute has not been settled at mediation. The consent is not required for Essential Services category employees. Referrals are to be made within thirty (30) days of the issuance of the Certificate of Failure to settle the Trade Dispute.

Types of disputes referred

Disputes of right

This intervention occurs when a trade dispute of right (entitlements) has not been settled at mediation. Such referral can only be made with the consent of both parties to dispute.

Disputes of interest

This intervention occurs when a trade dispute of interest (change in terms and conditions of employment) has not been settled at mediation with consent of both parties.

Who is eligible?

An aggrieved employee or employer

How do I get this service?

- Receipt of referral of alleged dispute
- Register the dispute with nearest Labour office and receive acknowledgement letter
- Check availability of arbitrator
- Collect invitation letters after allocation of dispute to arbitrator
- Attend the arbitration meeting
- Receive resolution/settlement of the award
- Failure to honour award, the case is referred to Industrial Court for enforcement

What supporting documents are required?

- Certificate of Failure to settle
- Consent of referral to Arbitration

How long will this service take?

Within thirty (30) working days

How much does it cost?

No cost

Where can I get more information on this Service

District Contact Numbers

Department of Labour and Social Security Head office, Gaborone Tel. (+267) 37372772	Gaborone Regional Labour Office I Tel. (+267) 3971406
Gaborone Regional Labour Office II Tel. (+267) 3956019	Francistown Regional Labour Office Tel. (+267) 2416933
Lobatse Regional Labour Office Tel. (+267) 5332569	Maun Regional Labour Office Tel. (+267) 68622705/2418
Selibe Phikwe Regional Labour Office Tel. (+267) 2611598	Serowe Regional Labour Office Tel. (+267) 4632579
Kasane Regional Labour Office Tel. (+267) 6250216	

Opening hours: 7:30 am to 12:45 and 13:45 to 16:30, Monday to Friday, except public holidays.