

# BDC Client Complaints And Feedback Handling Procedure



At Botswana Development Corporation (BDC), we are dedicated to delivering exceptional client satisfaction, with customer primacy at the core of our values, as we continuously strive to exceed our clients' expectations. Our Client Complaints Handling Policy ensures that all complaints are addressed fairly, effectively, and promptly. The following outlines our comprehensive complaints handling procedure:



## STEP 1

The client lays a complaint which will be established and registered.



## STEP 2

The client will receive a written acknowledgment of the complaint within 1 working day.



## Step 3

The Client Service Officer will liaise with the relevant division at the Corporation to investigate and resolve the query/complaint. Upon resolution, the Client Service Officer shall forward feedback to the Client. The client can expect a resolution within 10 working days from the point of reporting.



## STEP 4

A response will be sent to the client communicating the resolution of the query/complaint. A meeting may be arranged between the client and the Corporation where necessary.



## STEP 5

If at this stage the client is still unhappy with the response from the Corporation, they may appeal in writing to the Managing Director. The client is to expect a resolution within 10 working days at most from the point of reporting.

### Route your complaint through:

Telephone: **365 1300**

Email: [clientrelations@bdc.bw](mailto:clientrelations@bdc.bw)

Letter: **P/Bag 160 Gaborone**

Physical Address; Fairscape Tower,  
Fairscape Precinct, Plot 70667, Fairgrounds

### For Appeals:

Managing Director

Tell: **3651300**

Email: [katlego@bdc.bw](mailto:katlego@bdc.bw)