



BOTSWANA TELECOMMUNICATIONS AUTHORITY
STANDARD FORM FOR RESOLUTION OF COMPLAINT

In line with the complaint handling procedure, the standard form for resolution of complaint has been developed to capture the final stages of complaint handling. The purpose of the form is to avert a situation where a complaint would be left hanging without anyone really knowing what conclusion has been reached.

2. For any one case opened, there will always be a resolution form completed after the complaint has been addressed.
3. The officer handling the case will complete the form.
4. The form will thereafter be forwarded to the registry for filing.
5. Both the date for signing out the complaint and the filing date are essential for purposes of tracing the case should the need arise.

Standard Form for Resolution of Complaint

Complaint no.....

The Parties

1. Name of complainant
- Address
- Date of registration of complaint
2. Name of Service Provider
- Address
- Date of Counter Claim to Complaint
3. General nature and details of the complaint
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4. Remedy Sought
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5. Proof of attempt to resolve complaint between parties and supporting evidence

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6. Final decision taken and conclusion of case

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Date: Signature of the officer:

Date of filling: