CUSTOMER COMPLAINTS PROCEDURE

Betway is committed to providing world-class experience in Botswana. Betway will endevour to investigate all complaints as promptly as possible and make every effort to resolve the matter to your satisfaction. We encourage and welcome all comments and views, both positive and negative.

STEP 1

Contact us via the following channels:

Live chat: www.betway.co.bw
Social: **Betway Botswana** (click on the about and then contact info)
Email: Support@betway.co.bw
Contact center: +267 393 0133 (08:00 - 17:00Hrs Weekdays)
Operating hours: 08:00Hrs - midnight
You will be assisted within 24 - 48 hours

STEP 2

Reach our Supervisor
If you are not satisfied with the outcome, you can seek further assistance from the supervisor via email;
Email: Support@betway.co.bw
Subject: Attention Supervisor
You will be assisted within 24 - 48 hours.

STEP 3

Escalation to Service Manager
If you are not satisfied, you can escalate to the Service Manager via email;
Email: Support@betway.co.bw
Subject: Attention Service Manager
You will be assisted within 72 hours.

STEP 4

Escalation to the Gambling Authority
If you feel that your complaint has not been adequately addressed with Betway and you have gone through all the channels of escalation and you are still not satisfied with our response; you have the right to escalate your complaint in writing to the regulator.

Email: complaints@gamblingauthority.co.bw
Online Form: www.gamblingauthority.co.bw/complaints
Hand Delivery: Fairscape Precinct, West Wing, Fairgrounds Office Park
Post: Private Bag BR 161, Gaborone

betway

bet the responsible way