GAMBLING AUTHORITY

STAKEHOLDER COMPLAINTS PROCEDURE

How to Lodge a Complaint

Our goal is to ensure a fair and transparent gambling environment. We are committed to protecting the rights of stakeholders by providing an accessible, fair, and efficient process for resolving complaints.

Stage 1: Complain Directly to the Gambling Operator

You must first try to resolve your issue directly with the operator before escalating it to the Gambling Authority.

1. **Contact the Operator:** Use their official complaint channels (e.g., customer service, website form, telephone, emails etc).
2. **Resolution Timeline:** Ask the operator how long it will take to resolve the complaint. Operators must respond within their set timeframes and inform you of any delays.
3. **Document Everything:** Keep a record of all communications, including dates, times, reference numbers, and the names of people who assisted you.
4. **Escalate Internally:** If you are not satisfied with the initial response, ask to escalate your complaint to a supervisor or manager within the company.

Complainants must first raise their concerns directly with the relevant gambling operator and exhaust all available internal complaint channels before escalating the matter to the Gambling Authority.

Stage 2: Escalate Your Complaint to the Gambling Authority

You can escalate your complaint to the Authority if:

- The operator has failed to resolve it; or
- You are unsatisfied with the operator's final decision.

How to Submit Your Complaint to Us:

Please provide the following information:

- Your full name and contact details.
- The name of the gambling operator.
- A clear description of your complaint with relevant dates.
- Proof of the steps you took to resolve it with the operator.
- Supporting evidence (e.g., screenshots, emails, betting slips).

Submission Channels:

- **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

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What to Expect from Our Process

1. **Acknowledgement:** We will acknowledge your complaint within 3 working days.
2. **Assessment & Investigation:** We will assess the complaint and, if warranted, investigate the matter with the operator. This process typically takes up to 15 working days.
3. **Resolution:** We will issue a formal written decision to both you and the operator.
4. **Outcome:** You will be informed of the investigation's outcome and any required actions or restitution.

Please note that complex cases may require longer investigation times. You will be kept updated on the progress.

Exclusions

The Authority will not investigate:

1. Complaints already settled by the courts
2. Matters falling outside its legislative mandate

Confidentiality & Data Protection

All personal information provided will be handled in compliance with applicable Data Protection laws and used solely for the purpose of addressing your complaint.

Contact Us

For any queries regarding the complaints process:

- **Telephone:** (+267) 395 7672
- **Email:** complaints@gamblingauthority.co.bw
- **Website:** www.gamblingauthority.co.bw

A Diversified, Compliant and Safe Gambling Industry