THAKADU HOTEL & CASINO
STAKEHOLDER COMPLAINTS PROCEDURE

THAKADU

HOTEL CASINO & CONFERENCE CENTRE

July 2025

THAKADU HOTEL & CASINO
STAKEHOLDER COMPLAINTS PROCEDURE

1. Purpose

Thakadu Hotel and Casino is committed to providing high-quality service to all our external stakeholders. This procedure provides a structured process for handling complaints from external stakeholders which include our business customers, suppliers, regulators, business partners, community representatives, and other institutional entities. The goal is to ensure that all complaints are addressed professionally, transparently, and in a timely manner.

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2. Scope

This procedure applies to all formal complaints submitted by stakeholders concerning any aspect of service at Thakadu Hotel and Casino, including business dealings or contracts, compliance and regulatory concerns, ethical or governance issues, environmental or social responsibility issues, safety and operational impact and behaviour of staff or management.

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3. Guiding Principles

- *Stakeholders have the right to express dissatisfaction.*
- *Complaints will be taken seriously and addressed promptly.*
- *All the complainant personal information provided will be treated confidentially and used solely for the purpose of addressing the complaints.*
- *The resolution process will aim to be fair, transparent, and free from bias.*
- *We will use feedback to improve our services and stakeholder experience.*

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4. How to Submit a Complaint

Stakeholders may submit complaints through the following channels:

- ***In Person:*** *At the front desk or casino customer service desk.*
- ***Email:*** *complianceofficer@thakaduhotel.co.bw*
- ***Phone:*** *+267 2960210, Cell: +267 74360861*
- ***Feedback Forms:*** *Available at front desk and casino customer service desk.*

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5. Complaint Submission Requirements

To assist in effective handling, stakeholders should provide:

- *Name and contact details of the complainant and organisation (if applicable)*
- *Detailed description of the complaint and affected operations.*
- *Date, time and location of the incident or concern*
- *Any supporting documents or evidence.*

Anonymous complaints may be considered if sufficient information is provided, especially in matters of ethics, safety, or compliance.

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6. Acknowledgement and Logging

- *Complaints will be acknowledged within 3 working days of receipt.*
- *The complaint will be logged in the Stakeholder Complaints Register maintained by the Compliance Officer.*

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7. Investigation Process

- *The matter will be assigned to a Compliance Officer or relevant department head.*
- *Investigations may involve consultation with internal staff, external experts, or legal counsel, and where necessary CCTV footage.*
- *Stakeholders may be contacted for further clarification or feedback.*

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8. Resolution and Response

- *A formal written response will be issued within 7 working days of receipt, outlining the outcome of the investigation and any actions taken.*
- *If the matter is complex and requires more time, a progress update and revised timeline will be provided.*
- *Resolutions may include corrective action, policy changes, or external mediation if necessary.*

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9. Escalation Process

If the stakeholder is not satisfied with the outcome, they may escalate the complaint to:

- *The Managing Director.*
- *The Board of Directors.*

If still unsatisfied, further appeal may be escalated to relevant external authorities such as:

- *The Botswana Gambling Authority*
- *Competition and Consumer Authority*
- *Financial Intelligence Agency (FIA)*
- *Environmental Management Authorities*

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10. Record Keeping and Reporting

- *All complaints and related actions will be documented and stored for at least five (5) years.*
- *Complaints trends will be reviewed quarterly for strategic risk and performance improvement.*
- *High-risk or repeated issues will be escalated to the Managing Director.*

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11. Confidentiality and Non-Retaliation

- *Thakadu Hotel and Casino ensures that no stakeholder will suffer retaliation or discrimination for lodging a complaint.*
- *Confidentiality will be maintained unless disclosure is required by law or consent is given.*

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12. Staff Responsibilities

- *All staff must be courteous, respectful, and professional when handling complaints.*
- *The Compliance Officer will oversee and ensure the compliance with this procedure.*

- *The Compliance Officer will be responsible for ensuring complaints are logged, resolved and escalated if necessary.*

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12. Review of Procedure

This procedure will be reviewed annually by the Compliance Officer, and revised where necessary to reflect changes in stakeholder expectations or legal requirements.

Approved by:

Managing Director
Thakadu Hotel Casino and Conference Centre

Date: 10 July 2025