Moonlite Investments
(Pty) Ltd.
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Fax: 31177103
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HOW TO LODGE A COMPLAINT

GAMING FLOOR COMPLAINTS

1. TABLES GAMES

When you have a complaint, please notify the Tables Inspector.
If the Inspector does not resolve your complaint to your satisfaction, ask to see the PIT Manager.
If the PIT Manager does not resolve the complaint to your satisfaction, he/she will refer the matter to the Duty Manager.
The Duty Manager shall attend to your complaint immediately and at this stage your complaint gets registered i.e.- Your particulars, details of complaint and the outcome.
Whatever the outcome is, the Duty Manager will share the information with the Casino Executive team.

If you are not happy with the decision of the Duty Manager, your complaint will be escalated to the Casino Executive team:
NB: This process will take at least 24 hours- that is for your complaint to reach the Casino Executive team.
You will be given feedback within 48 hours
If you are not satisfied with the outcome from the casino executive team, you will be given the complaint report, and you may escalate your complaint to the regulatory body (Gambling Authority)

2. SLOTS GAMES

When you have a complaint on the slots floor, kindly notify the floor staff members to call the Slots Shift Manager to attend to your complaint.
If the Slots Shift Manager does not resolve the complaint to your satisfaction, he/she will refer the matter to the Duty Manager.

The Duty Manager shall attend to your complaint immediately and at this stage your complaint gets registered i.e.- Your particulars, details of complaint and the outcome.
Whatever the outcome is, the Duty Manager will share the information with the Casino Executive team.

If you are not happy with the decision of the Duty Manager, your complaint will be escalated to the Casino Executive team:
NB: This process will take at least 24 hours- that is for your complaint to reach the Casino Executive team.
You will be given feedback within 48 hours
If you are not satisfied with the outcome from the casino executive team, you will be given the complaint report and you may escalate your complaint to the regulatory body (Gambling Authority)

3. **GENERAL COMPLAINTS**

In case of any general complaint kindly notify the floor staff members to call the Duty Manager to attend to your complaint.

The Duty Manager shall attend to your complaint immediately and at this stage your complaint gets registered i.e.- Your particulars, details of complaint and the outcome.
Whatever the outcome is, the Duty Manager will share the information with the Casino Executive team.

If you are not happy with the decision of the Duty Manager, your complaint will be escalated to the Casino Executive team:
NB: This process will take at least 24 hours- that is for your complaint to reach the Casino Executive team.
You will be given feedback within 48 hours
If you are not satisfied with the outcome from the casino executive team, you will be given the complaint report and you may escalate your complaint to the regulatory body (depending on the nature of the complaint, the relevant body will be refered to)

ADDITIONAL COMPLAINT SUBMISSION CHANNELS

If at any time you feel that you cannot address the complaint to the staff on duty you are welcome to use the following channels:

- Email: info@moonlite.co.bw
- Hand Delivery: Shop 316, Airport Junction, Gaborone
- Post: PO Box 2465, Gaborone

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

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CONTACT US

For any queries regarding the complaints process
Tell: 3117089
Email: info@moonlite.co.bw
Compliance & Gambling Contact Manager