

# WHAT TO DO WHEN YOU'RE NOT SATISFIED WITH OUR SERVICES

## COMPLAINTS PROCEDURE

To register your complaint with LEA you can:

- a) Call the LEA Contact Centre on 0800 155 155
- b) Email us at [botsalea@lea.co.bw](mailto:botsalea@lea.co.bw)
- c) Send us a letter to: The Local Enterprise Authority  
P/Bag 191, Gaborone, Botswana
- d) Visit any LEA branch



LEA through Contact Centre will contact you within 24 hours of receipt of your complaint and request any further information where necessary.



Your complaint will be referred to the relevant respondent to address it.



The Contact Centre Agent will contact you to formally communicate the resolution of your complaint.



Should you not be satisfied with the resolution, then you shall communicate in writing to elevate the complaint within five (5) days of receiving the resolution.



In the event that you do not find a satisfactory response through the LEA hierarchy up to CEO level, you are entitled to lodge an appeal.

## APPEALS

An appeal shall be made in writing by the aggrieved to the LEA Board Chairman within 14 days of receipt of the notification of the resolution.



A decision shall be made by the Board Chairman regarding the appeal.

## DISPUTES

Should a complainant exhaust the Organisations structures in seeking redress, the complainant is at liberty to request intervention of the Ministry of Investment, Trade and Industry.