

LOGGING OF A COMPLAINT WITH NBFIRA

A person wishing to lodge a complaint with NBFIRA should follow the procedure outlined below:

STEP	PROCEDURE
1.	The person must lodge a complaint with the regulated &/licensed entity stating the exact nature of the problem and request for resolution of the complaint.
2.	If Step 1 fails, the complainant should request an appointment with the Principal Officer of the regulated /licensed entity to escalate the complaint for his/her attention and request for a resolution.
3.	If the complainant receives unsatisfactory response or the complaint is not attended to at all by the regulated / licensed entity (in Step 2), the complainant must lodge a written complaint with the Principal Officer of the regulated/licensed entity and request for a written response within 5 working days. The complainant should request for written acknowledgement of receipt of the complaint within 5 working days and in the advent of of the complaint not being resolved, the complainant shall ensure that it notifies the Regulatory Authority within 5 calendar days of the unresolved complaint.
	Please note that: NBFIRA will only attend to complaints after all the above attempts to settle complaints have failed and the complainant is not satisfied with the outcome.
4.	If the regulated/licensed entity through its Principal Officer fails to respond to the complainant in writing and within stipulated timeframe (as per Step 3) which shall not exceed 5 working days, or the complainant is still aggrieved by the written response given by the regulated/licensed entity, the complainant must lodge a complaint with NBFIRA providing a full written statement of events relating to the problem and enclosing a written response (in step 4) from the regulated/licensed entity. To lodge a complaint with NBFIRA, please visit www.nbfira.org.bw and click on the 'Complaint Lodging' tab which will direct you to a site automated to receiving complaints or call 3102595 for further assistance. The minimum turnaround time during which NBFIRA will acknowledge, investigate and respond to the complainant on the complaint raised, as per step 4 will be within 30 working days.
5.	All correspondence must be addressed to: The Chief Executive Officer Non-Bank Financial Institutions Regulatory Authority, P/Bag 00314, Gaborone Tel: (+267) 310 2595 / 368 6100 Fax: (+267) 310 2376 / 310 2353

Guidelines to lodge a complaint

The complaint should be in relation to either of the following issues:

1. The regulate/licensed entity has made a decision outside its powers;
2. The complainant has been prejudiced as a result of maladministration by the entity concerned;
3. A dispute of fact or law has arisen in relation to an entity, between the entity or any person and the complainant; or
4. The management or board of the entity has not fulfilled its duties in terms of rules or agreements.
5. Complaints lodged with NBFIRA must at least contain the following minimum information:
 - a. Full personal details, including name, postal address, identification number, phone and fax numbers and e-mail addresses;
 - b. The history of membership with the fund, or insurer, or entity concerned, commencement date of membership or effective date of contract;
 - c. Full contact details of the entity concerned and the person complainant dealt with in particular;
 - d. Full particulars of the complaint with particular reference to the definition of a complaint as set out in point 6 above;
 - e. Full particulars of the relief the complainant wants NBFIRA to order;
 - f. Proof that the complaint has been submitted to the entity concerned; and
 - g. A copy of the complaint sent to the entity concerned, together with a copy of any reply received from them, should also be sent to the NBFIRA.
6. Please note that NBFIRA has no legal power to adjudicate a contractual agreement between the licensed entity and the complainant. Contracts can only be adjudicated in a court of law. In this instance, NBFIRA can only attempt to mediate the process to reach an amicable solution, but will not be able to rule on the matter.