

BOTSWANA MEAT COMMISSION (BMC) COMPLAINTS PROCEDURE

We value the needs of customers. We therefore pledge to assist you with pride and respect. Your feedback on the quality of our service is valuable and we would like you to share it so that we continue to enhance your customer experience.

If we have not delivered to your expectations kindly bring it to our attention at the earliest possible time and we will respond swiftly to rectify the situation.

STEP 1- (PUBLIC RELATIONS OFFICE)

Customer liaison officer will register your complaint and will offer solution to the problem.



STEP 2- (CORPORATE COMMUNICATION & PUBLIC RELATIONS MANAGER)

If the Customer Liaison Officer is unable to resolve the complaint, the matter is then elevated to the Corporate Communications & Public Relations Manager. The PR Manager will review the matter and attempt to solve it.



STEP 3- USER DEPARTMENT-HEAD

If the Communications & PR Manager is unable to solve the matter, the matter is elevated to the head of the User department.



STEP 4- CHIEF EXECUTIVE OFFICER

The Chief Executive Officer handles further escalated complaints should they be not resolved at the assigned department.

Kindly lodge your complaint through the following channels; For more information, contact BMC Public Relations Unit at 5340828, 5331234 or 5340000 or email your enquiry to communications@bmc.bw