



We keep it flowing, for you.

Improved Queries & Complaints Procedure

STEP 1 : HOW TO SPEAK TO US...

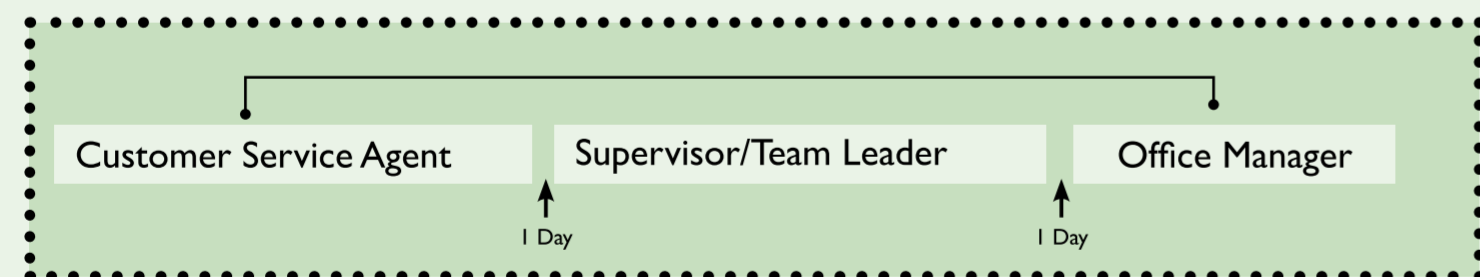
At WUC we believe in customer engagement for continuous improvement, give us feedback, raise a query or register a complaint through the following channels.

Channel	Type of Contact	Time
Customer Service Centre's	Walk in\Calling	0730 -1630hrs Midweek
Contact Centre	Voice Calling – 0800 555 555 (BTC land line, BTC Mobile, Mascom, Orange) WUC APP	0730hrs - 2330hrs, 365 days a year. * Calls made after 2330hrs are still accepted, and will be directed to the team on Standby.
Self Service	USSD - *186# (All mobiles networks, BTC Mobile, Mascom, Orange) WUC APP(Android & IOS) Website: www.wuc.bw	24/7 365 days a year
complaints	customers@wuc.bw complaints@wuc.bw	

Customer Roles & Responsibilities

1. Please ensure that you log a query or complaint and you will be provided a reference number; please keep it safe.
2. Make sure that you have any of the plot number/contract number /meter number ready when logging.

SERVICE PROCESS



All queries or complaints should be resolved within 3 business days. If unresolved satisfactorily, you have the right to escalate to level 1

STEP 2: HOW TO ESCALATE

Level 1 Target: =< 1 day

All queries or complaints escalated should be resolved within 1 business day. If unresolved satisfactorily, you may escalate to level 2

Service Centre Manager, Direct Contact

Calls should be made between 0730hrs - 1630hrs, Mon – Friday. All calls over the weekend should be made to the Contact Centre.

Gaborone - 73969552	Mr. Thabo Ndadi
Kanye - 73696557	Mr. Ditiro Mogothwane
Lobatse - 73969549	Mr. Mpho Tsotetsi
Molepolole - 73969551	Mr. S. Mabua
Mochudi - 73103329	Ms. Yvonne Mothupi
Serowe - 73969550	Mr. P. Mavauneh
Lethakane - 73969569	Mr. M. Ramosu
Francistown - 73969543	Mr. K. Simon
Selibe - Phikwe - 73969544	Mr. L. Makepe
Palapye - 73970028	Ms. Motsumi
Mahalapye - 73970006	Mr. M. Monthe
Ghanzi - 73969541	Mr. G. Ramabe
Tsabong - 73969548	Mr. M. Dikgang
Masunga - 73972069	Mr. Mpotsang
Kasane - 73969540	Mr. B. Legwaila
Maun - 73971998	Mr. E. Ndlovu

Level 2 Target: =< 3 days

All queries or complaints escalated should be resolved within 1 business day. If unresolved satisfactorily, you may escalate to level 3

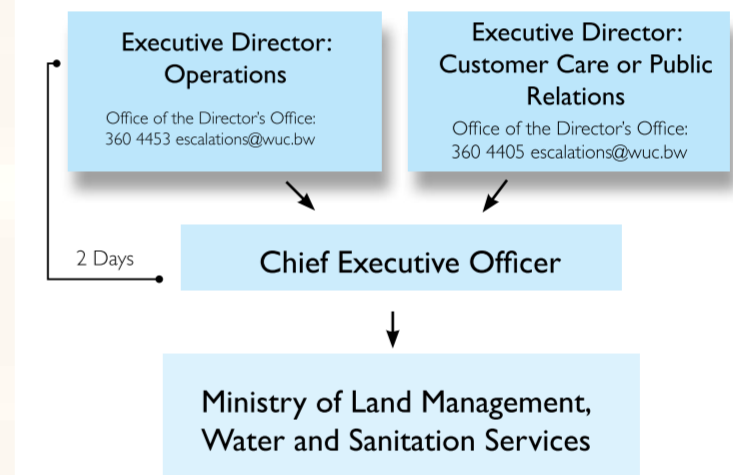
Head of Business Centre, Direct Contact

Calls should be made between 0730hrs- 1630hrs, Mon – Friday. All calls over the weekend should be made to the Contact Centre.

Gaborone - 73990011	Mr. O. Matswiri
Kanye - Lobatse 73970021	Mr. A. Mooka
Molepolole - Mochudi 73305922	Ms. B. Kgaodi
Serowe - Lethakane 73905559	Mr. I. Leonard
Francistown - Phikwe 73970004	Ms. K. Machete
Palapye – Mahalapye-74745611	Mr. D. Moagi
Masunga - Kasane 73970037	Mr. M. Sebina
Ghanzi - 73969541	Mr. Sebina
Tsabong - 73970037	Mr. M. Sebina
Maun - 73970037	Mr. M. Sebina

Level 3

All queries or complaints escalated should be resolved within 2 business days. If unresolved satisfactorily, you have the right to escalate to our parent Ministry (MLWS)



KEY NOTES

At WUC, we are on a journey to improve our Customers Experience, through engaging with yourselves as our customers, and using the feedback to align with your expectations and requirements.

We have implemented different channels of communication (Table 1) and have a footprint of 42 Service Offices across Botswana to ensure our accessibility.

Our definitions :

Query – Defined as first time inquiry, feedback or request for service.

Complaint – A dissatisfaction expressed by the customer following an query that was not satisfactorily addressed.