

**SCHEDULE**

**FORM A**

**CONSUMER COMPLAINT FORM**  
(reg. 2)

**OFFICIAL USE ONLY**

|                                       |  |
|---------------------------------------|--|
| <b>Name of investigation Officer:</b> |  |
| <b>Date received:</b>                 |  |
| <b>Date allocated:</b>                |  |
| <b>Office Reference:</b>              |  |

**INSTRUCTIONS**

Please —

- (a) Print or type;
- (b) Provide all particulars;
- (c) Be brief and concise in Section D and E;
- (d) Note that the reverse side must also be completed; and
- (e) Include copies of all relevant documents.

**A. PERSONAL PARTICULARS**

- 1. Name:.....
- 2. Residential Address.....
- 3. Postal Address:.....
- 4. ID/Passport No:.....
- 5. Cell phone No: ..... Email .....
- 6. Home Tel:.....Work Tel:.....

**B. PARTICULARS OF PARTY AGAINST WHOM/WHICH COMPLAINT IS BEING LODGED**

- 1. Name of the Registered Company and Business trading name:.....
- .....
- 2. Physical address:.....
- 3. Postal Address:.....
- 4. Business Tel No:.....

**C. PARTICULARS OF A COMMODITY**

- 1. Date of purchase of commodity or service:.....
- 2. Name of commodity/service:.....
- 3. Quantity of commodity or service:.....
- 4. Price of commodity or service:.....
- 5. Account No./Invoice No./Contract No.:.....



FORM B

SUMMONS  
(reg. 3)

Office Ref:.....

TO:.....  
.....

ADDRESS:.....  
.....  
.....

in the matter of the alleged\*

.....  
.....  
.....  
.....

You are hereby summoned to appear before a person in the service of the Authority for the investigation of the matter of alleged unfair business practice stated above:  
on the.....day of.....20.....  
at.....(place) at.....(hrs)

Your appearance is for the purpose of —

(a)\*\*answering questions in connection with the matter stated above; and

(b)\*\*Producing the following—

.....  
..... (describe books, documents or objects) and be questioned  
therewith.

\*(State alleged unfair business practice complained of)

\*\* (Delete whichever is not applicable)

..... (date)

Chief Executive Officer  
Competition and Consumer Authority

RETURN OF SERVICE

Summons received by.....

Identity/Passport Number.....

Date.....

Time.....

Place.....

## FORM C

INVESTIGATING OFFICER'S IDENTITY CARD  
(reg. 4)

|  |   |                     |
|--|---|---------------------|
| <b>COMPETITION AND<br/>CONSUMER AUTHORITY<br/>LOGO</b> | <b>COMPETITION AND<br/>CONSUMER AUTHORITY</b> | <b>COAT OF ARMS</b> |
|  | <b>IDENTIFICATION<br/>CARD</b>                |                     |
|  | <b>NAME OF OFFICER:</b>                       |                     |
| <b>PASSPORT<br/>PHOTO</b>                              | <b>SIGNATURE OF OFFICER:</b>                  |                     |

|              |
|--------------|
| REVERSE SIDE |
|--------------|

|  |   |
|--|---|
| <p>Issued under section 4 of the Consumer Protection Act, 2018<br/>This Officer is engaged by the Competition and Consumer Authority under the powers granted by the Consumer Protection Act and has been authorised to exercise the powers vested in him under the Act.</p> |   |
| <b>DATE OF ISSUE</b>   | <b>SIGNATURE OF CHIEF<br/>EXECUTIVE OFFICER</b> |
| <p>Property of the Competition and Consumer Authority. If found, hand it to an officer of the Competition and Consumer Authority or to any Police Officer or mail it to the Chief Executive Officer, Private Bag 00101, Gaborone</p>   |   |

**FORM D**

ARRANGEMENT TO CONCLUDE COMPLAINT

(reg. 5)

Made before the

THE COMPETITION AND CONSUMER AUTHORITY

Between

.....  
COMPLAINANT

and

.....  
SUPPLIER/SERVICE PROVIDER

Represented herein by

.....

WHEREAS THE PARTIES HAVING NEGOTIATED AND CONCLUDED THE FOLLOWING ARRANGEMENT:

1. The supplier/service provider has engaged in unfair business practices, namely
 

.....

.....
2. The supplier/service provider shall:
  - 2.1.....
  - .....
  - 2.2.....
  - .....
  - 2.3.....
  - .....
  - 2.4.....
  - .....
  - 2.5.....
  - .....
  - 2.6.....
  - .....
  - 2.7.....
  - .....
  - 2.8.....
  - .....

2.9.....  
.....  
.....

2.10.....  
.....  
.....

3. The Competition and Consumer Authority shall not act under Part (IV) of the Consumer Protection Act or institute any other legal proceedings against the supplier /service provider (name).....in relation to this Complaint that has been resolved as foresaid.

Dated at.....this .....day of.....20.....

WITNESSES .....  
For and on behalf of  
COMPETITION AND CONSUMER AUTHORITY

WITNESSES .....  
For and on behalf of the SUPPLIER/SERVICE PROVIDER

WITNESSES .....  
For and on behalf of the CONSUMER

MADE this.....day of ....., 20....

**FORM E**

**ARRANGEMENT TO CONCLUDE COMPLAINT (ACKNOWLEDGEMENT)**  
*(reg. 5 (2))*

I..... (Consumer) acknowledge that I  
have received the goods/service provided (name).....or  
the refund of .....  
.....

**From:**.....

Consumer Signature:.....  
**Date:**.....

Supplier's Signature:.....  
**Date:**.....

Officer in charge:.....  
Signature:.....  
**Date:**.....

**Stamp:**

FORM F

REFERRAL OF CASE TO THE TRIBUNAL  
(BY AUTHORITY OR COMPLAINANT)  
(reg 6 (1))

To: THE TRIBUNAL

Cc: THE AUTHORITY

THE COMPLAINANT

**Concerning:**

(Name and file number of complaint)

-----  
-----  
-----  
-----

1. TAKE NOTICE THAT I/We have referred the case to the Tribunal for the following reasons:

(a) -----

(b) -----

(c) -----

2. I/We have enclosed the following attachments:

(a)-----

(b)-----

(c)-----

3. THUS DONE AND SIGNED this -----day of-----year-----

-----  
**AUTHORISED OFFICER/COMPLAINANT**

-----  
**WITNESS**



**FORM G**

**COMPETITION AND CONSUMER PROTECTION AUTHORITY  
NOTICE OF NON-REFERRAL OF CASE TO THE TRIBUNAL  
(reg. 6 (2))**

To: -----  
----- (the complainant details)

**Concerning:**  
(Name and file number of complaint)

-----  
-----  
-----  
-----  
-----

1. Take notice that in the matter of the afore-mentioned which has been under investigation for -----day(s)/month(s), the Authority shall not refer the case to The Tribunal on the following grounds;

- (a)-----
- (b)-----
- (c)-----

Etc.

2. The Authority has henceforth decided to: (tick as appropriate)

- Discontinue with the investigation
- Extend the period of the investigation as provided for under section ----- of the Act
- As per section ----- of the Act, not refer to the Tribunal the following particulars of the complaint:

- 1)-----
- 2)-----
- 3)-----

3. The indicated particulars shall not be referred to the Tribunal on the following grounds:

- (a)-----
- (b)-----
- (c)-----

**Name and Title of person authorised to sign:**

-----

**Authorised Signature:**

**Date:**

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MADE this 22nd day of November, 2019.

PEGGY O. SERAME,  
*Minister for Investment, Trade and Industry.*