

# FEEDBACK PROCESS

At CEDA we value each and every customer and we will assist you in the best possible way with pride and respect. We pledge to provide a warm, friendly, efficient and courteous service when interacting with you. We value your feedback; if any member of our staff has impressed you in any way, please let us know so that we can continue to deliver a great service experience. If we have not delivered to your expectations please bring it to our attention at the earliest opportunity and we will do our best to rectify the situation as quickly as possible.

## Stage 1

### Branch Manager

- Lodge your complaint through the Branch Manager's office.
- Complaints relating to Structured Finance, Appeals and other Agency concerns are to be directed to the Head of Client Relations.
- An acknowledgement letter will be provided if the complaint is not resolved at first point of contact.
- The complaint resolution turnaround time is 3 working days for non-complex issues.
- For more complex complaints that involve further investigations, response and/or resolution will be made within 10 working days.
- Please contact the Head of Client Relations if you are not satisfied with the way your complaint has been handled.

## Stage 2

### Head of Client Relations

- The Head of Client Relations will attend to your complaint and resolve it within 5 working days.
- If your complaint cannot be resolved at this stage, you will receive a written update on progress made and way forward.

## Stage 3

### Chief Executive Officer

- If all the above channels have been exhausted, the complaint will be escalated to the Chief Executive Officer, where a response will be provided within 2 working days.

For further enquiries, contact the Client Relations Department at:

CEDA HEAD OFFICE  
Four Thirty Square Plot 54350, Philip Matante Road, CBD.

**Telephone Number** : 317 0895  
**Fax Number** : 391 3841  
**Email** : [feedback@ceda.co.bw](mailto:feedback@ceda.co.bw)