

# Complaints Procedure

**In case you are not happy with service provided at any of the health facilities please follow the procedure below, report to;**

Step 1: Supervisor in charge

Step 2: Public Relations Officer or call Hospital toll free number

Step 3: Matron

Step 4: Hospital Manager/Chief Admin Officer

Step 5: Hospital Superintendent/Chief Medical Officer

Step 6: MOH Head Quarters Toll free number 0800 600 740

Step 7: Director of relevant Department

Step 8: Permanent Secretary/DPS

Step 9: Minister/Assistant Minister

Step 10: Office of the President



MINISTRY *of* HEALTH  
REPUBLIC OF BOTSWANA