

Customer Complaints Procedure

1. Complaint Lodged

A complaint can be identified as any dissatisfaction expressed by the customer for products and/or services not being delivered within the agreed quality or turnaround time. It could be any other dissatisfaction expressed relating to customer service.

2. Complaints Registered

Complaints are registered through the following means:

- In person: a complaint can be made in person at any of the Council Offices in Bulawayo, Public Relations or Town Clerk's Office.
- By telephone: the Council has set up toll free number at the Call Centre (Econet Only - 0808 4700; Telone Only – 08004700) or call (09) 71290 .
- In writing: all complaints should be directed to the Town Clerk through email: tcdept@citybyo.co.zw or callcentre@citybyo.co.zw or Fax (09) 69701 or post (P O Box 591, Bulawayo).

3. Complaints Investigated

Complaints will be investigated and referred to the relevant department for resolution within 2 working days. Where the complexity of the complaint requires more time, customers will be given feedback telephonically or in writing where possible.

4. Complaints Resolved

If a complaint is not resolved within the set time frames will be escalated to the Head of Department after 24 hours or to the Town Clerk 72 hours.

Contact Details

For the further purposes of this document unless otherwise stated:

“Offices” means where queries on services can be made refers physically to the following:

Town Clerk
City Hall
Fife Street
Btwn L Takawira Avenue / 8th Avenue
Or

Box 591
Bulawayo

“Call Centre” refers to communicating with the Bulawayo City Council through a 24/7 toll free numbers (08004700 - Telone Lines only, 08084700 – Econet lines only) and (09) 71290 – for all networks or through any of the following E - services:

E mail: callcentre@citybyo.co.zw

Fax: (09) 69701

Website: www.citybyo.co.zw

Facebook: The City of Bulawayo

Twitter: @CityofBulawayo

Emergency Services

Emergency Services (Fire and Ambulance)

993,994, (09) 71717

0808 0081 (Econet Only)