



THE UNITED REPUBLIC OF TANZANIA

BANK OF TANZANIA



6th August 2025

PUBLIC NOTICE

**PROCEDURE FOR RESOLVING COMPLAINTS FROM USERS OF FORMAL
FINANCIAL SERVICES**

The Bank of Tanzania wishes to inform the public that it has a standard procedure for receiving and handling complaints from consumers of financial service providers regulated or licensed by the Bank of Tanzania. This procedure is outlined in the Bank of Tanzania (Financial Consumer Protection) Regulation 2019, as amended in 2025.

In the process of handling complaints, the Bank of Tanzania considers the rights and obligations of both parties, conducting thorough investigations involving various stakeholders, including law enforcement agencies when necessary. During the investigation process, if the matter is handled by other competent authorities, the Bank will inform the complainant in accordance with the Regulation.

Furthermore, the Regulation specifies that the complainant has the right to withdraw their complaint from being handled by the Bank of Tanzania and channel to Court or any competent authority with legal jurisdiction over the matter.

The Bank of Tanzania provides this complaint resolution service free of charge, aiming to create a friendly environment for consumers and strengthen the safety and integrity of the country's financial sector.

Emmanuel M. Tutuba

GOVERNOR