

Any complaints about our services? ... Do let us know!

Day in, day out, the federal **{name of the organisation}** civil servants are at the ready to help you. They do everything in their power to provide you with an excellent service.

In spite of that, you may feel that a certain issue has not been resolved to your satisfaction.

If there are any errors to be rectified, you can always contact the federal civil servant in charge of your personal file directly.

If the person in question is unable or unwilling to help you, you are welcome to file a complaint. On receipt, our complaints department will look into your complaint, offer you a solution or rectify the error.

By submitting your complaint, you actually help the **{name of the organisation}** avoid similar complaints in the future and allow us to improve our modus operandi and service provision.

In sum: Any complaints about our services?
... **Do let us know!**

Contact details

Please, enter your organisation's contact details here:

- tel: **xx/xxx.xx.xx**
- fax: **xx/xxx.xx.xx**
- address: **xxxxxxxxxxxxx - xxxxxxxxxxxxx**
- e-mail: **xxxxxxxx@xxxxxx.be**
- website: **www.xxxxxxxxxxxxxxx.be**

{Add an access map}

Responsible publisher: **xxxxx xxxxxxxxxxxxx**
xxxxxxxxxxxxxxxxx • xxxxxxxxxxx
Legal desposit: **xxxxxxxxxx • xxxxxx 2015**



Complaints about our services?

{Your organisation logo}

Complaints about our services?

Do let us know!

Who can file a complaint?

Any person, company or institution availing of the services of the **{name of the organisation}** is free to file a complaint.

Where possible, furnish a concrete example of how this affects your organisation:

- xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxxxxxxxxx

What type of complaints can be submitted?

You are welcome to file a complaint if you are dissatisfied with:

- the service or a product you received
- the quality of the service you were furnished with
- the manner in which the federal civil servant dealt with your issue
- the enforcement of the letter of the law

Do bear in mind however that your complaint must relate to matters that come within the remit of the **{name of the organisation}**.

Kindly furnish a few examples that apply to your organisation:

- xxxxxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

What type of complaints will not be entertained?

The following complaints will not be entertained:

- anonymous complaints
- complaints about facts that occurred years ago
- complaints that do not come within the remit of the **{name of the organisation}**

Mind: a complaint is not an appeal!

If you wish to have an administrative decision quashed, you must lodge an appeal. You will find the details of the appeal procedure in the letter notifying you of the administrative decision.

How to file a complaint?

You can contact our complaints department:

- by tel: **{add number}**
- by fax: **{add number}**
- via our online form: **{add link}**
- by e-mail: **{add e-mail}**
- by post: **{cf. our contact details}**
- at our reception desk

What can you expect once you have submitted your complaint?

You will receive an acknowledgment of receipt featuring a unique registration number. Within **{x}** days, you will receive:

- a reasoned reply
- a rectification
- a solution

Every year, we evaluate all the complaints we have received and draw up an action plan to enhance our modus operandi and service provision.

Still no solution?

If our complaints department was unable to help you or if you feel that you did not get the help you expected to receive you are welcome to contact the Federal Ombudsman. The Federal Ombudsman is completely independent, does not form part of any federal administration and will examine your complaint free of charge and impartially.

Contact details:

www.federaalombudsman.be
Leuvenseweg 48 letterbox 6
1000 Brussels
Freephone number 0800 99 962