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

Day in, day out, the federal civil servants of the Belgian Institute for Postal Services and Telecommunications (BIPT) 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 BIPT avoid similar complaints in the future and allow us to improve our modus operandi and service provision.

In short: any complaints about our services? **... Do let us know!**

Contact details

Belgian Institute for Postal Services and Telecommunications (BIPT)

- Tel: 02 226 88 88
- Fax: 02 226 88 87

- BIPT
  Boulevard du Roi Albert II 32 box 10
  1000 Brussels
- e-mail: complaints-handling@bipt.be
- website: https://www.bipt.be/consumers/publication/complaint-against-a-service-provided-by-bipt

Responsible publisher: Michel Van Bellinghen

Complaints about our services?

bipt

Belgian Institute for Postal Services and Telecommunications

Complaints about our services?

Do let us know!

.be

Who can file a complaint?

Any person, company or institution availing of the services of the BIPT is free to file a complaint.

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 BIPT.

For example:

- the time to issue a radio licence;
- the treatment of your file within the framework of monitoring the equipment market ...

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 BIPT

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: 02 226 88 88
- by fax: 02 226 88 87
- use and send the complaint form in PDF to complaints-handling@bipt.be
- by post: BIPT
  Boulevard du Roi Albert II 32 box 10
  1000 Brussels
- 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 40 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 box 6
1000 Brussels
Freephone number 0800 99 961
contact@federalombudsman.be