



Urban.brussels puts citizens at the heart of the administration.

However, it may sometimes be the case that you are dissatisfied with a reply or a decision from one of the services or a directorate. With this in mind, the complaints service is obliged to respond to any complaint from a member of the public. The aim is to make the administration more human. Any person lodging a complaint must be able to obtain a response within a reasonable period of time.

In which case(s) can a complaint be lodged?

A complaint may relate to, for example:

- information provided to you (incomplete, incorrect, incomprehensible, etc.);
- accessibility of services (telephone, reception, etc.);
- the conduct of an employee (during a telephone interview, during a visit, etc.);
- the performance of a service;
- response times if this can be proven (cf. regulations in force depending on the service).

The complaint cannot relate to a judicial decision or a decision against which an appeal is possible. Indeed, lodging a complaint with the complaints service of urban.brussels does not replace an appeals procedure provided for in a legal framework and does not interrupt or suspend any time frames.

What does a complaint have to contain in order to be admissible?

In order to be admissible, complaints must provide a certain amount of information:

- Identity of the complainant (name, address)
- Service or person who is the subject of the complaint
- Date and signature
- Description of the facts / events / services with which you are dissatisfied
- Date of the facts

Moreover, in order to be handled, the complaint must also meet the following conditions:

- The complaint must be clearly and sufficiently involved;
- It must concern subjects that are part of the tasks and competences of urban.brussels.



How to lodge your complaint?

You have various possibilities:

- You complete the online form
- You complete and send the Word or PDF form:
 - By email to plaintes-bup@urban.brussels
 - or by post to the complaints service - urban.brussels - Mont des Arts 10-13, 1000 Brussels
- You send a detailed letter to the above address.

Handling of your complaint and time frames

- Your complaint will be recorded;
- An acknowledgement of receipt will be sent to you within 10 working days;
- If your complaint can be handled on the basis of the information provided, you will receive a reply which also serves as an acknowledgement of receipt;
- If your complaint requires further investigation, it will be forwarded to the directorate and/or service concerned for examination. In such cases, a reasoned reply will be sent to you within 30 working days;
- If your complaint does not concern urban.brussels, it will not be handled.