

We can help you regarding  
the following services in the  
German speaking  
community:

- ✓ Ministry services
- ✓ Adult Courses
- ✓ Schools
- ✓ Day care centers for the disabled
- ✓ PSWC
- ✓ Parliament
- ✓ Red Cross
- ✓ Nursing homes
- ✓ Municipalities
- ✓ Museums
- ✓ Tourist Information
- ✓ Libraries
- ...

You can find more information  
on our website.

**We cannot  
help with:**

- ✗ Craftsmen (construction, ...)
- ✗ Retail industry
- ✗ Medical centers
- ✗ Gastronomy/takeaway
- ✗ Hotels/youth hostels
- ✗ Sports clubs
- ✗ Carnival clubs

...

**We do not process  
complaints.**

We do not forward complaints.  
We cannot provide information about  
services based outside the German-  
speaking Community of Belgium (e.g.  
post office or health insurance).



Online-Flyer: Deutsch,  
Nederlands, Français,  
English, عربي, Türkçe,  
русский, українська.

**Defend  
yourself  
right!**

 **0800 9 88 88**



**Beschwerde  
auskunft**

Independent and citizen-oriented



## What to do?

You are dissatisfied with a service in the German-speaking Community and would like to complain! **But how? And where?**

The public authorities and institutions of the German-speaking Community have their own internal complaints departments. Admissible complaints are received and processed there.

**When do complaints qualify as admissible? Which institutions have an internal complaints department?**

Already in the middle of a complaint process and you don't know your next steps?



## Complain!



### The Complaint Information Center:

- Informs you of the steps to filing an admissible complaint
- Provides answers about complaint management in the German-speaking community
- Provides guidance to help you find the right contact.



Our service is free and neutral. We speak French and German. On request, you can be accompanied by a member of the „TRADU-KO“ translation team.

**We help you with complaints related to public services in the DG.**

 **0800 9 88 88**

### E-Mail & website:

buerger@beschwerde-auskunft.be  
www.beschwerde-auskunft.be

### Opening hours:

Mon:	by appointment
Tue:	9h00-13h00 & 14h00-18h00
Wed-Thu:	9h00-13h00
Fri-Sun:	closed



**VSZ**

\*Calls from the Belgian landline phone network are free of charge.

Editor in charge:  
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