

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 & Thu: 9h30–12h30 & 13h30–16h00
Wed, Fri–Sun: closed



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

Editor in charge:
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