



Complaints about our services?

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

FAMHP staff members are able to help you on a daily basis. They do everything in their power to provide you with an excellent service.

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

If an error has been made, you can always contact the person in charge of your case.

If you do not receive a satisfactory response, you can file a complaint. Our Quality Division will process your complaint, offer you a solution or rectify the error.

Your complaint will enable the FAMHP to improve its activities and services and thus prevent similar complaints from being submitted in the future.  
In short ...

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



### Contact details

Federal Agency for Medicines and Health Products

Avenue Galilée - Galileelaan 5/03  
1210 BRUSSELS

Telephone +32 2 528 40 00

## Dissatisfied with our services?



## Do let us know!

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Complaints about our services?

[www.famhp.be](http://www.famhp.be)



Federal Agency for Medicines and Health Products

.be

# Dissatisfied with our services?

# Do let us know!

## Who can file a complaint?

Any person, company or institution using the services of the FAMHP can file a complaint.

## Which types of complaints can be submitted?

Your complaint can be related to:

- the services and products provided by the FAMHP,
- the quality of these services and products,
- the process of an application,
- the implementation of legislation.

Your complaint must be related to the powers of the FAMHP.

Examples:

- a case not processed within the legal deadlines,
- illegal trade of medicines.

## A complaint does not constitute an appeal

If you want to have an administrative decision annulled, you must file an appeal with the Council of State.

## Which complaints are inadmissible?

The following complaints are considered inadmissible:

- complaints that do not fall within the powers of the FAMHP,
- anonymous complaints,
- unsubstantiated complaints (you must be able to prove the importance of your complaint),
- complaints relating to facts that date back more than one year,
- complaints that are the subject of legal proceedings.

Oral complaints should always be confirmed in writing.

## How to submit a complaint?

You can:

- preferably complete the online form at [www.famhp.be](http://www.famhp.be) > Complaints,
- send a letter, marked "Confidential", by post to:

Federal Agency for Medicines and Health Products  
Hugues Malonne, Chief Executive Officer  
Avenue Galilée - Galileelaan 5/03  
1210 BRUSSELS

## What happens to your complaint?

You will receive a confirmation of receipt including a unique registration number. Within thirty working days, you will receive:

- a substantiated response  
**or**
- a rectification  
**or**
- a solution.

Every year, we evaluate the submitted complaints and establish an action plan in order to improve our activities and services.

## Still no solution?

If you are not satisfied with our response to your complaint, you can contact the Federal Ombudsman.

This service is completely independent, is not part of any federal administration and will conduct a free and impartial investigation.

Contact details  
[www.federalombudsman.be](http://www.federalombudsman.be)  
Rue de Louvain 48 box 6  
1000 BRUSSELS

Telephone +32 0800 99 961 (free)



Your medicines and health products, our concern



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