

ANNUAL REPORT 2023



In 2023,
4,672 postal users contacted
ombudsman poste and 2,260 disputes
were the subject of a mediation investigation resulting
in an amicable solution in 2,016 cases.
A fine result achieved thanks
to a motivated team!

Our mission goes far beyond handling individual disputes. In fact, it places us in a very privileged position: that of having an overview of the problems and issues facing the postal sector, and even of being in a position, on the basis of the analysis of complaints and investigations carried out in this respect, to make observations regarding recurring problems which, if the Ombudsman considers it necessary and relevant, may give rise to structural recommendations. These recommendations may be beneficial for the sector as a whole or, at the very least, for a particular operator seeking to optimise its organisation and service offering.

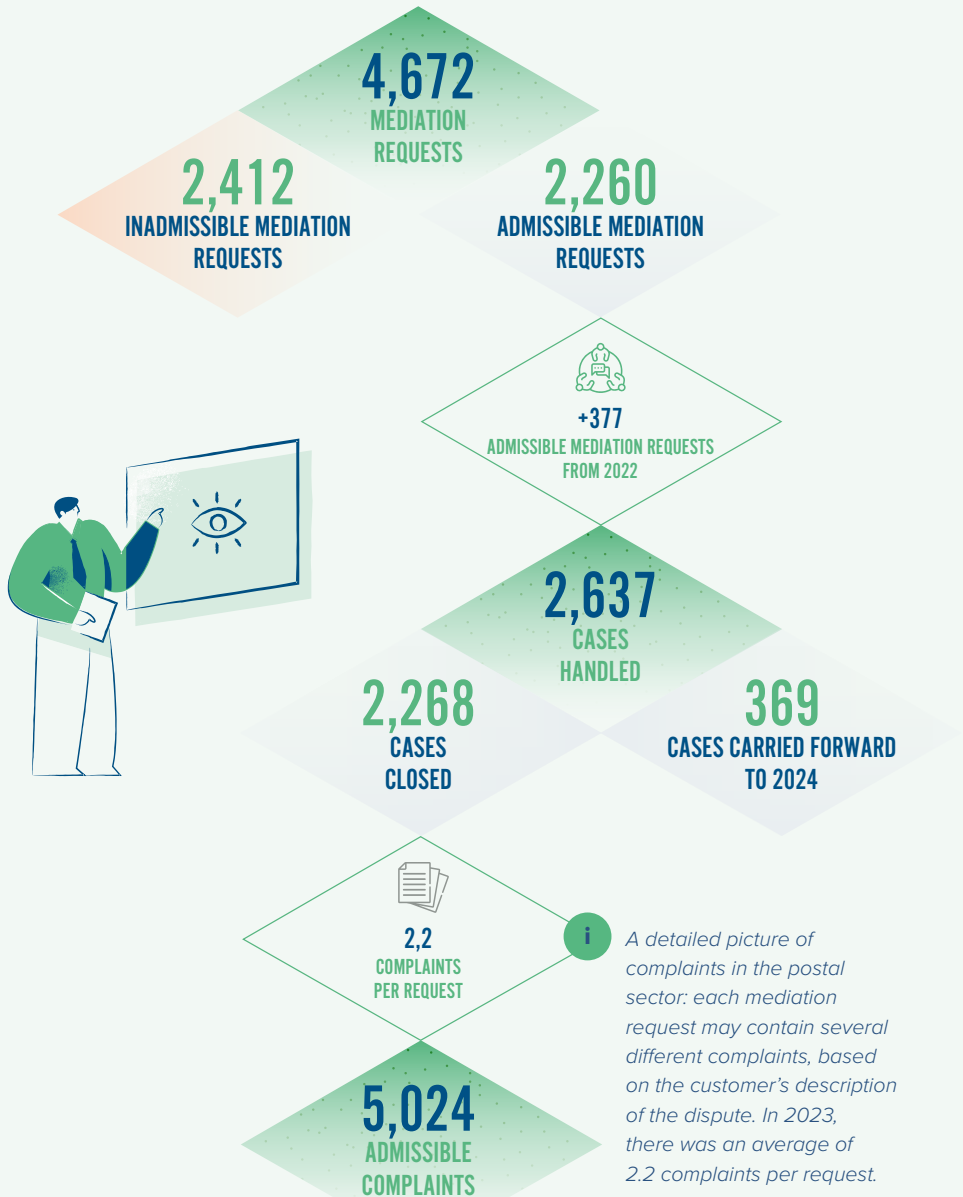
In his annual report, the Ombudsman calls on the sector to redouble its efforts to reduce the number of lost parcels.

Based on the complaints we receive, we notice that lost parcels remain the sector's main shortcoming.

In addition, the Ombudsman insists on the addressee's right to receive help from the customer service department if they have a problem with their item. In this respect, the refusal to open an investigation at the postal user's request is an additional frustration and a further reason to turn to our service.

An accessible customer service is therefore an essential tool for maintaining and/or restoring the confidence of postal customers.

2023 AT A GLANCE

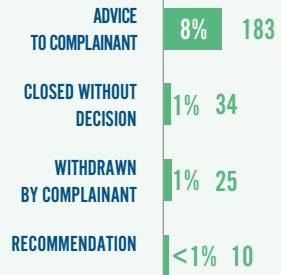
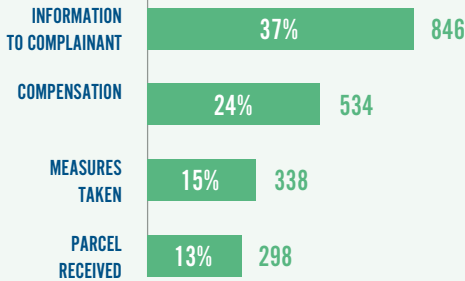


2023 RESULTS

2,268
ADMISSIBLE
CASES CLOSED

89%
2,016
MEDIATED
SOLUTIONS

252
OTHERS



2023 IN DETAIL

5,024
ADMISSIBLE
COMPLAINTS

2,797 PARCELS

1,004 LETTER POST

1,133 CUSTOMER SERVICE

90 OTHERS

RECOMMENDATIONS AND APPEALS TO THE AUTHORITIES

ombudsman poste recommends that the sector:

- ◆ optimises its internal processes so that the number of parcels, that are registered as permanently missing, decreases.
- ◆ ensures not to leave parcels, in the absence of the recipient, in an unattended place near the delivery address unless the recipient has given explicit authorisation to do so.
- ◆ upholds the rights of addressees by accepting and investigating their complaints, providing proper information to customers and granting compensation when the case justifies it.

ombudsman poste recommends that bpost:

- ◆ ensures strict compliance with the procedure concerning the delivery of registered items, in accordance with Article 9 of the Royal Decree of 14 March 2022 on postal services, while ensuring that it can provide proof of verification of the identity of the entitled party.

ombudsman poste draws the attention of the authorities:

- ◆ on the need to establish a legal framework relating to the responsibility of the universal service provider for the transport of national parcels and registered items, as well as the compensation regime provided for in this regard.
- ◆ on taking appropriate measures regarding gifts sent from third countries, so that citizens can receive parcels from friends and family without administrative hassle and additional costs.



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