

## THE OFFICE OF THE OMBUDSMAN RECOMMENDS THE POSTAL COMPANIES:

- ▶ To respect the addressee's rights by investigating his complaints, by informing him and by compensating him in justified cases.
- ▶ To guard the access to their customer services in order for users to be able to easily make enquiries, report a problem and to have that problem followed up.

## THE OFFICE OF THE OMBUDSMAN RECOMMENDS BPOST:

### REGARDING THE SHIPMENT OF PARCELS:

- ▶ To optimise its internal processes for localising parcels deviating from the route set out, in order to keep parcels from disappearing without a trace.
- ▶ To optimise the communication between the customs agency and the addressee and to curtail the clearance times.
- ▶ To provide sufficient information on the different shipment options and their terms and conditions, including the option of an insured shipment, upon purchase of a dispatch label.
- ▶ To trace the parcels returned in the context of e-commerce, up until the delivery to the sender/seller included.

### REGARDING MAIL DELIVERY:

- ▶ To carry out a thorough investigation in case of lasting delivery problems, followed by measures that are monitored as long as necessary.
- ▶ To implement the procedure for delivering a registered letter correctly at all times, including proof of the verification of the addressee's identity.

The full annual report can be consulted at [www.omps.be](http://www.omps.be)  
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 Katelijne Exelmans, ombudswoman  
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**9.153** REQUESTS FOR MEDIATION 2020

**3.647** ADMISSIBLE REQUESTS

**5.506** INADMISSIBLE REQUESTS

### ADMISSIBLE COMPLAINTS

\*3.647 ADMISSIBLE REQUESTS GENERATE 10,044 COMPLAINTS

 **2.274** about POSTAL ITEMS

 **2.740** RELATIONAL COMPLAINTS

 **4.863** about PARCELS

 **167** OTHER

**10.044** NEW ADMISSIBLE COMPLAINTS 2020

+ 1.420 COMPLAINTS 2019

**11.464** COMPLAINTS TO BE HANDLED 2020

9.975 COMPLAINTS CLOSED IN 2020

1.489 COMPLAINTS TRANSFERRED TO 2021

\* All requests for mediation are coded by the Office of the Ombudsman based on a European CEN standard. This means that various complaints are linked to each case if customers report various problems in their requests for mediation. On average 3 complaints are linked to each case.

## MEDIATION RESULTS: 9,975 COMPLAINTS CLOSED 2020

The Office of the Ombudsman's main mission is to achieve an amicable settlement. To that effect, file managers examine the facts and mediate between the parties. The impartiality of the Office of the Ombudsman plays an essential part in this. Should the parties be unable to come to an agreement, the Office of the Ombudsman takes a stance. This is done in conformity with the regulation and possibly the general terms and conditions of the company involved. Furthermore, the Office of the Ombudsman can appeal to the fairness principle should it find this justified.



## ADMISSIBLE COMPLAINTS 2020

 **4.863** ABOUT PARCELS  
1 OUT OF 3 COMPLAINTS REGARDS A MISSING PARCEL

 **2.274** ABOUT LETTER POST  
1 OUT OF 3 COMPLAINTS REGARDS A REGISTERED ITEM

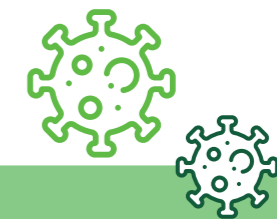
 **2.740** RELATIONAL COMPLAINTS

## AN OUTSTANDING ACCOMPLISHMENT BY THE POSTAL SECTOR IN THE 2020 PANDEMIC YEAR!

The COVID-19 pandemic and the accompanying measures the government adopted, resulted in a strong increase of parcel traffic, propelled by a booming e-commerce. In the wake of this, the Office of the Ombudsman received 10% more complaints about parcels but this increase certainly did not compare to the explosive increase for courier services.

The Office of the Ombudsman registered a substantial decrease of the typical issues for home delivery of a parcel or letter, the latter constituting a crucial step in the postal process. A postman or deliverer is out and about every day to deliver items to the addressee. COVID-19 and the accompanying measures in 2020 made this task a challenging one. Upon contact with colleagues and customers one did not just have to take into account the social distancing rules. In addition, singular volumes and the ensuing work pressure created a working environment for deliverers that was far from ideal.

*The postmen, couriers and, in extenso, all collaborators of the postal companies, have done exceptional work in 2020 in difficult circumstances*



## 9 PROPOSALS FOR OPTIMISING THE UNIVERSAL POSTAL SERVICE

The ravaging pandemic in 2020 emphasised the importance of the universal postal service all the more. The Office of the Ombudsman makes 9 suggestions to further optimise the universal services.

- 1 A sustainable solution for ongoing delivery problems.
- 2 A proximity network of red letterboxes, postal offices and supporting services.
- 3 A legal basis for the level of the compensation of a number of national basic products.
- 4 Proactive communication on the different shipment options and their terms and conditions, including the option of an insured shipment.
- 5 A correct implementation of the procedure for the delivery of a registered letter.
- 6 Better protection of the delivery times for obituaries.
- 7 Tracing of the (affordable) prior stamp.
- 8 A continuing effort to sort and deliver items with a small mistake in the address.
- 9 Reporting by the universal service provider on the complaint numbers.

## EVOLUTION MEDIATION REQUESTS

■ INADMISSIBLE CASES  
■ ADMISSIBLE CASES  
■ TOTAL NUMBER OF CASES

