

ombudsman *poste*

For 30 years, since 1993, ombudsman poste has been offering mediation services in every individual dispute submitted to it. The mediation service starts its analysis with the plaintiff's story. The search for a solution then requires resolute cooperation between the mediation service and the postal company concerned by the dispute under analysis. And this cooperation bears its fruits: from the resolution of individual complaints to the restoration of the customer's confidence in the postal company involved in the dispute.

The statement of a satisfied customer sums up this dynamic perfectly:

"The various information emails sent to us and the conclusive mediation proposal accepted by both parties reassure us that the postal service is working efficiently."

In 2022, **5,435 postal users called on the mediation service** and 2,541 disputes were investigated by the mediation service, resulting in **an amicable solution in 89% of them**. The disappearance of a parcel remains the main reason why postal users turn to the mediation service. In 2022, ombudsman poste reiterates that every Belgian addressee has the right to have the postal operator concerned open an enquiry in case of a problem with his or her item. All too often, the postal operator's referral of the addressee to the sender to settle the dispute is an additional frustration for the customer and a reason to contact the mediation service.

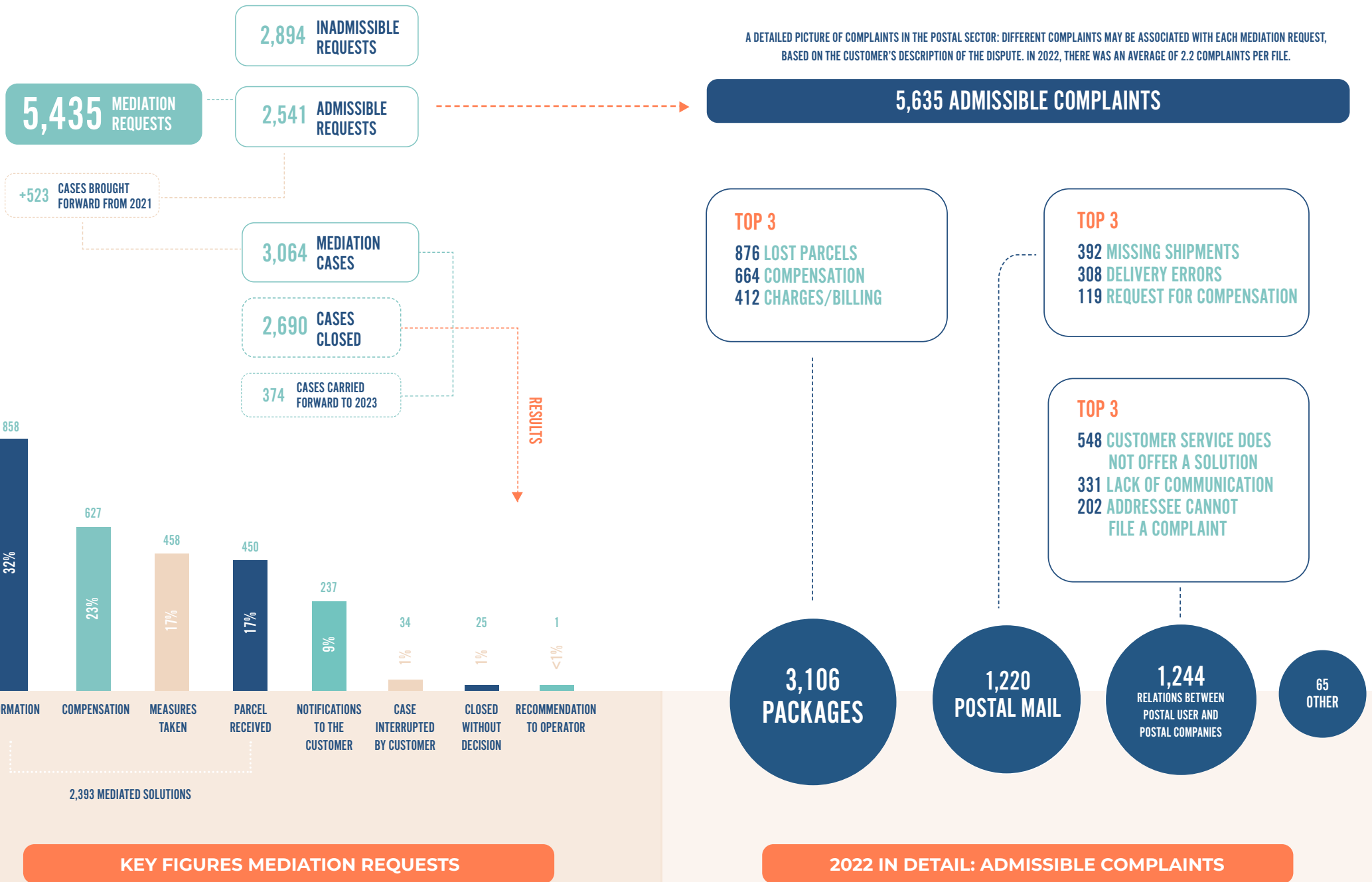


After 30 years, the mission of ombudsman poste remains the search for an amicable agreement between the user and the postal company. Its ambition is also to achieve a maximum number of amicable solutions. In 2022, 2,393 cases were closed by an amicable agreement between the parties. A great result, achieved thanks to a passionate, competent and united team! It is with the same mission and the same ambition that ombudsman poste looks forward to the next 30 years of mediation in the postal sector.



2022 AT A GLANCE

A DETAILED PICTURE OF COMPLAINTS IN THE POSTAL SECTOR: DIFFERENT COMPLAINTS MAY BE ASSOCIATED WITH EACH MEDIATION REQUEST, BASED ON THE CUSTOMER'S DESCRIPTION OF THE DISPUTE. IN 2022, THERE WAS AN AVERAGE OF 2.2 COMPLAINTS PER FILE.



ombudsman poste recommends to the sector:

- ▶ that postal firms optimise their internal processes for locating misrouted parcels, in order to reduce the number of parcels that are lost.
- ▶ that parcel firms apply the right to revoke an online purchase of a shipping label whenever a private customer requests it unless the parcel has already been provided to the transport company.
- ▶ that the industry provides all customers with a detailed overview on customs fees, with a particular focus on private addressees, non-profit organisations and self-employed workers.
- ▶ that the sector upholds the rights of addressees by investigating their complaints, providing proper information to customers and granting compensation when the case justifies it.

ombudsman poste recommends that bpost :

follows the proper procedure for the delivery of registered mail, with proof of verification of the addressee's identity.

ombudsman poste asks to the authorities to:

to analyse the consequences of the application of the new European VAT regulations for e-commerce on shipments that qualify for the VAT relief on gifts and make adjustments as required.



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