

THE OFFICE OF THE OMBUDSMAN GIVES POSTAL COMPANIES THE RECOMMENDATION:

- ▶ To respect the addressee's rights by investigating his complaints, by informing him and by compensating him in justified cases.

THE OFFICE OF THE OMBUDSMAN GIVES BPOST THE RECOMMENDATION:

- ▶ To make its customer service accessible, so that every user is able to ask for information, to report a problem and can expect a follow-up to be given.

REGARDING THE SHIPMENT OF PARCELS

- ▶ To make specific investigations into the disappearance of parcels in its own network and to take operational measures so that parcels cannot disappear.
- ▶ In case of home delivery, to present the parcel at the address mentioned on the dispatch label: either in the letterbox or handed over to the addressee. Alternative deliveries should not prevent correct delivery. Moreover, the rights of both the addressee and the sender have to be respected at all times: right to an investigation and if applicable, right to a correct compensation.
- ▶ To optimise the communication between its customs agency and the addressee and to eliminate the backlog in clearing inbound parcels.

REGARDING LETTER POST 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, i.e. to deliver the item upon signature and verification of the addressee's identity.

The full annual report can be consulted at www.omps.be
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8.520 REQUESTS FOR MEDIATION 2019

3.614
 ADMISSIBLE REQUESTS

4.906
 INADMISSIBLE REQUESTS

ADMISSIBLE COMPLAINTS

*3.614 ADMISSIBLE REQUESTS GENERATE 10.098 COMPLAINTS

 **2.700** about LETTER POST

 **2.741** RELATIONAL COMPLAINTS

 **4.436** about PARCELS

 **221** OTHER

10.098 NEW ADMISSIBLE COMPLAINTS 2019

+ 2.630 COMPLAINTS 2018

12.728
 COMPLAINTS TO BE HANDLED 2019

11.308 COMPLAINTS CLOSED 2019

1.420 COMPLAINTS TRANSFERRED TO 2020

* 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. On average 3 complaints are linked to each case.

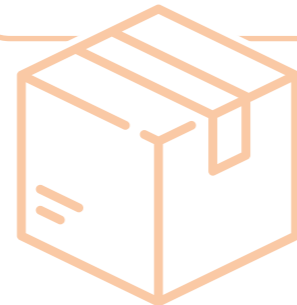
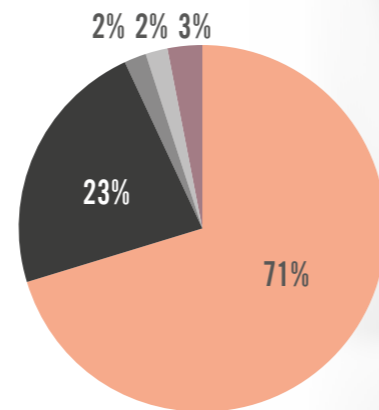
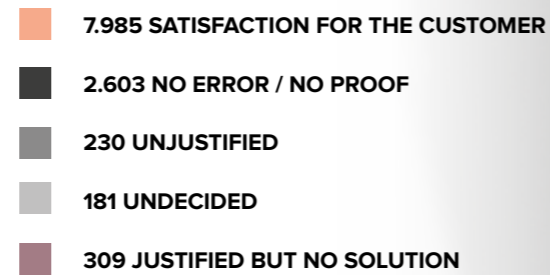
THE OFFICE OF THE OMBUDSMAN REPEATS: A CUSTOMER SERVICE HAS TO BE ACCESSIBLE!

In 2019 the Office of the Ombudsman notices a high number of inadmissible requests for mediation, i.e. 4.906. The most important reason by far why complaints are inadmissible is the fact that they had not been submitted to the company yet. The Office of the Ombudsman acted for more than 4.000 requests as a gateway to bpost's customer service in 2019.

We do not limit our call to bpost. Other companies too are not always easy to reach, some using a premium rate number for their customer service, others referring to the sender, ... In the sector we also encounter postal companies that establish a customer-friendly policy towards their addressees: a specific telephone number or e-mail address for addressees, staff members specialised in customer relations, ...

MEDIATION RESULTS

11.308 COMPLAINTS CLOSED 2019



4.436 COMPLAINTS ABOUT PARCELS

Almost 1 in 4 complaints is about reporting a lost parcel.

In 2019, 1.219 parcels were reported as lost by the customer, 1.122 of those complaints relating to bpost. Also for most other companies loss of a parcel often leads to submitting a complaint.

In some cases investigation by the Office of the Ombudsman into lost parcels has a positive result. In those situations a parcel is retrieved: in a sorting centre, from a neighbour, in a postal point, at the customs agency, at the undeliverable items department, ... and is finally delivered to the rightful addressee.

However, the final result often is that a parcel is considered to be definitely lost, with the company incapable of giving an explanation. The Office of the Ombudsman is of the opinion that it gets that answer too often. Neither do customers understand how a parcel can disappear just like that. Therefore, we call on the companies to optimise their processes in order to lower the number of lost parcels.

Quote Sender:

So, up to now, no action whatsoever has been taken regarding a parcel that was sent in a regular way on 9 September. Apparently, the company has not any procedures to search for such a lost parcel. What is worse is that very soon it was made clear that I had to assume the parcel was lost.

LETTER POST: SHARP DECLINE IN THE NUMBER OF COMPLAINTS

In 2019, we received 2.700 complaints regarding letter post. That is a considerable decline by 27% compared to 2018. The declining number of complaints therefore follows the shrinking letter market.

Whereas the number of complaints about normal letters and newspapers diminishes strongly, the number of complaints about registered letters remains relatively high. Delivery errors and lost letters remain the main reason to submit a complaint.

ADMISSIBLE COMPLAINTS 2019



EVOLUTION REQUESTS FOR MEDIATION

8% decline between 2018 and 2019
116% rise between 2015 and 2019

