

Annual Complaint Management Report 2024

FPS Economy, SMEs, Self-Employed and Energy



FPS Economy, S.M.E.s, Self-employed and Energy

Rue du Progrès 50

1210 Brussels

Enterprise number: 0314.595.348

 ○ 0800 120 33 (free number)

 ○ facebook.com/FPSEco

 ○ [@FPSEconomie](https://twitter.com/FPSEconomie)

 ○ linkedin.com/company/fod-economie (bilingual page)

 ○ instagram.com/fpseco

 ○ youtube.com/user/FPSEconomy

 ○ <https://economie.fgov.be>

Responsible publisher:

Séverine Waterbley

Chairwoman of the Management Committee

Rue du Progrès 50

1210 Brussels

Internet version

Table of Contents

Introduction	4
1. Results of the Action Points for 2024	5
2. Reporting of Complaints Received in 2024	6
3. Comparison with 2023.....	9
4. Action Points for 2025 and Beyond	9

List of tables

Table 1. Number of Files Received per Month	6
Table 2. Channels for Receiving Files Regarding the FPS or Not, by Origin.....	7
Table 3. Number of Energy Grant Files.....	7
Table 4. Communication Tools for the Files	7
Table 5. Processing of Files.....	8
Table 6. Analysis and Reporting of Files	8

Introduction

Complaint management is regulated by Circular 626 (originally Circular No. 23289 of 14 March 2013, with errata to change the name on 31/05/2013). It aims to enable **citizens using the services of the FPS Economy** to lodge a complaint about those services, if necessary. Its purpose is thus to:

- Provide a point of contact for complainants
- Ensure centralised management of complaints within the FPS Economy

In 2024, there was a decrease in the number of requests from citizens seeking information on the **status** of their energy grant files. However, as explained in the 2023 annual complaint management report, these requests cannot be considered complaints about the FPS Economy's services.

Last year again, the ongoing cooperation with the Energy services helped to absorb and minimise the volume of reports regarding such requests to the complaints coordinator's office.

Early 2024, a new classification was introduced in the reporting system in order to facilitate the day-to-day handling of that issue.

Additionally, a new classification was also included in the 2024 reporting to detect any complaints from users of the FPS Economy's services about its environmental policies.

This report is structured as follows:

1. The results of the action points from the previous annual report
2. The reporting on complaints received in 2024
3. A comparison with 2023
4. The action points for 2024 and beyond

1. Results of the Action Points for 2024

The 2023 annual report included two action points for 2024:

1. The preparation of a checklist highlighting key points of interest or minimum actions to be taken in times of crisis (e.g. access to used programmes, expert administrators to contact, etc.);
2. Introduction of a system of acknowledgement of receipt.

With regard to the minimum response required in times of crisis, practical experience has revealed the following needs:

- Maintaining and regularly updating a list of single points of contact (**SPOCs**) **relevant** to crisis management;
- Considering **specific access rights** that can be shared between crisis management services and the complaints coordinator's office, keeping a complaint-oriented approach in specific crisis situations;
- **Dividing the tasks** involved in complaint handling during a crisis, allowing managers to split responsibilities—or at least separating the reception or processing of complaints from their specific classification;
- Identifying **specific reporting indicators** allowing to distinguish complaints received in times of crisis.

Until now, complaints submitted to the complaints coordinator did not systematically receive an acknowledgement of receipt to the complainant who contacted the service. This sometimes led to repeated follow-up messages when the complainant was not sure whether their complaint had been received, especially during a crisis period when the service struggled to keep up with the influx of new incoming complaints.

Since early 2024, an automatic acknowledgement of receipt is sent for every complaint received.

2. Reporting of Complaints Received in 2024

Complaints are reported in accordance with the instructions issued by the Federal Public Service Policy and Support (FPS BOSA), within the framework of the Federal Complaint Management Network and Circular 626.

Due to the time required to prepare and translate the reporting into four languages (FR, NL, DE, EN) so that it can be endorsed by the relevant bodies before submission to the FPS Economy's Management Committee, the data used in the reporting were finalised as of **20 December 2024**.

The term "files" is used in the following tables, as it allows for the inclusion of:

- Complaints relating to the services provided by the FPS Economy
- Other communications sent by complainants, such as information requests

For clarity, the data contained in the tables are analysed in Section 3.

Table 1. Number of Files Received per Month

	2023	2024
January	261	75
February	301	201
March	320	149
April	364	155
May	384	136
June	375	124
July	174	91
August	115	73
September	105	64
October	171	38
November	82	46
December	47	8
Overall total	2,699	1,160

Source: FPS Economy.

Table 2. Channels for Receiving Files Regarding the FPS or Not, by Origin

	2024	2023
Regarding the FPS	959	2,478
• From another directorate	1	5
• From another public body	4	50
• From the Contact Centre	245	0
• From the Federal Ombudsman without 1 st line treatment	11	169
• Via the online complaints procedure	698	2,254
• From political level (cabinet, Parliament, etc.)	0	0
Intended for another organisation	201	221
• From another directorate	0	0
• From another public body	1	3
• From the Contact Centre	0	0
• From the Federal Ombudsman without 1 st line treatment	0	7
• Via the online complaints procedure	200	211
• From political level (cabinet, Parliament, etc.)	0	0
Total number of files received	1,160	2,699

Source: FPS Economy.

Table 1. Number of Energy Grant Files

	2024	2023
Number of files regarding energy grants	868	2,305
Number of general information requests	292	2,186

Source: SPF Economy.

Table 2. Communication Tools for the Files

	2024	2023
Oral (reception desk)	0	0
Paper complaint letter and form	2	11
E-mail	906	1,219
Complaint via the site	252	1,434
Web form sent by e-mail	0	34
Web form sent by post	0	1
Total number of files received	1,160	2,699

Source: FPS Economy.

Table 3. Processing of Files

	2024	2023
Average processing time in calendar days (standard of 15 days set by FPS BOSA)	14	55
Average processing time in working days (maximum of 15 days)	10	40
Percentage of complaints dealt with within the set time limit	97%	51%
Number of justified complaints	4	57
Number of complaints still to be handled on 22.12.2024	0 ¹	140
Total number of files received	1,160	2,694

Source: FPS Economy.

Table 6. Analysis and Reporting of Files

	2024	2023
Complaints about the attitude of the agent handling the case	2	6
Complaints about complaint processing	0	5
Complaints about the quality of the products or services provided	0	46
Complaints about the handling (procedure) of the products or services provided	5	1
Number of reports of a technical incident	2	62
Number of requests for information	283	2,403
Complaints from 1st to 2nd line (Federal Ombudsman)	0	0
Complaints that are also the subject of proceedings before the Council of State	0	0
Complaints which are also the subject of proceedings in another jurisdiction	0	0
Complaints relating to energy grants ²	868	-

Source: FPS Economy.

¹ Data taken into account on 20/12/2024 for statistical purposes

² New indicator in 2024

3. Comparison with 2023

Throughout this annual report on Complaint Management 2024, figures from the year 2023 are provided for comparison purposes.

However, please note that the 2023 figures may differ slightly from those published in the 2023 annual report. This is due to the data cut-off date for the 2023 Complaint Management annual report: 22/12/2023.

In 2024, many citizens contacted the complaints coordinator again to request information about their energy grant file.

Out of the 1,160 files received (whether or not related to the FPS Economy), 868 concerned such information requests (see Table 3).

Moreover, only 959 of the 1,160 files were related to the FPS Economy, while 201 had to be forwarded to other competent federal administrations (see Table 2).

It is interesting to take a look at the number of files only regarding the FPS Economy. However, these figures could not be differentiated in the various tables presented above. The 'energy' indicator, introduced only from 2024, does not allow such differentiation in the statistical comparisons with 2023.

Of the 959 files only regarding the FPS Economy, 96 were general information requests and 868 were related to energy grants. The rest of the files are broken down exactly as shown in Table 6.

Table 5 shows that the number of **substantiated complaints** based on the 1,160 files received in 2024 amounted to only 4, compared to 57 in 2023. These complaints involved a technical incident, a responsible official, or the quality of the service provided.

Taking into account the standard of the FPS BOSA (processing time of 15 calendar days, instead of working days), the average processing time of complaints in 2024 improved significantly to 14 calendar days, compared to 55 in 2023.

Additionally, 97% of the files were settled within 15 working days, again a marked improvement from 51% the previous year.

Regarding the language breakdown, 757 files were received in Dutch, 376 in French, 26 in German and 1 in English.

4. Action Points for 2025 and Beyond

A number of complaints remain unclassified because their content does not allow them to be considered as such. These include cases that do not require specific treatment or where, despite a request for further clarification, the complainant provides no additional information. Therefore, that type of complaint was usually registered under the 'request for information' category.

- In order to provide more representative statistics by 2025, a new classification of 'irrelevant' complaints will be introduced from 2025.

In addition, the FPS BOSA, which manages the federal network of complaints coordinators, received approval from the three Colleges of Chairmen for its note on the *simplification of complaint indicators*. This note, drafted in cooperation with the federal network, was submitted to the College of Chairmen of the federal administrations on 12/11/2024 (ref. 2024P89181.027).

As a result, a simplified list of complaint indicators will be applied from 01/01/2025 onwards to classify all new complaints and information requests received by the complaints coordinator's office.

- The indicators for classifying complaints will be revised and simplified in accordance with the note.