

Complaints Management Report 2025
FPS Economy, SMEs, Self-employed and Energy



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

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Introduction

Complaints management enables citizens who benefit from services provided by the FPS Economy to submit, where appropriate, a complaint relating to those services. This procedure therefore aims to:

- provide point of contact for complaints;
- ensure centralised management of complaints within the FPS Economy.

Complaints management is regulated by Circular 626 (originally Circular No. 23289 of 14 March 2013, with an erratum amending the title on 31 May 2013).

As a new competence in its organisational chart, the Communication Directorate of the FPS Economy has included a generic “Complaints and Reports” service. This service incorporates the tasks of the FPS Economy complaints coordinator as well as those of the service responsible for coordinating alerts (external channel) for the FPS Economy. It publishes an annual report on complaints management.

The 2025 report comprises four sections:

- the results of the action points from the previous annual report
- reporting on the complaints received in 2025
- analysis of the data and comparison with 2024
- action points for 2026 and beyond

In 2025, the number of files received by the FPS Economy complaints coordinator fell significantly to a total of 275 files. This is four times fewer than in 2024, when 1,160 files were registered. This decrease is largely due to the closure of “energy premiums” project on 18 December 2024.

Most of the statistical tables included in this year’s report do not include a comparison with the 2024 figures, as changes were made to the classification of the data, either on the initiative of the FPS Policy and Support (FPS BOSA) or on the initiative of the Complaints and Reports Service.

These changes are intended both to simplify the data to be included in the annual complaints report (measures taken by the FPS BOSA) and to improve the quality of the data by the Complaints and Reports Service.

1. Results of the 2025 Action Points

The 2024 report set out the following two action points for 2025:

1. The introduction, as from 2025, of a new classification of complaints as “not relevant”, in order to present more representative statistics.
2. The revision and simplification of the indicators used for the classification of complaints, in accordance with the memorandum on the simplification of complaint indicators issued by BOSA (College of Chairmen of the Federal Public Services of 12/11/2024, ref. 2024P89181.027)

When a file is received, it is first registered as either a “complaint relating to a service” or not. If it does not concern a complaint relating to a service provided by the FPS Economy, the file may be classified, among other categories, under the new “not relevant” category for the tasks of the FPS Economy's complaints coordinator.

The simplified indicators adopted by the network of complaints coordinators under the coordination of BOSA were also integrated in the complaints registration system from the start of 2025. As a result, it is not possible to compare the 2025 data with those of the 2024 report for most of the tables in this report.

2. Reporting of Complaints Received in 2025

Reporting on complaints is carried out in accordance with the provisions laid down by the FPS Policy and Support (BOSA) within the framework of the federal network “Complaints Management” and Circular 626.

The cut-off date for data recording for this report is **31 December 2025**.

In the tables below, where the term “files” is used on its own, it includes both complaints relating to services provided by the FPS Economy and requests for information or other communications addressed to it by applicants.

For the sake of clarity, the data mentioned in the tables are analysed in section 3.

Table 1. Number of Files Received per Month and per Language

	2024	2025				
		DE	EN	FR	NL	TOTAL
January	75			8	26	34
February	201	1		16	13	30
March	149			2	8	10
April	155	1		3	6	10
May	136			4	3	7
June	124			5	29	34
July	91			6	17	23
August	73			11	27	38
September	64	1		4	9	14
October	38			7	32	39
November	46	1	1	9	19	30
December	8			5	1	6
Total number of files received	1,160	4	1	80	190	275

Source: FPS Economy.

Table 2. Complaint Intake Channels by Origin in 2025

	2025
Complaints relating to a service	34
• Other (oral, telephone, fax)	1
• E-mail	33
Files “No service provided by the FPS”	241
• Other (oral, telephone, fax)	1
• Letter and complaint form in paper format	8
• E-mail	232
Total number of files received	275

Source: FPS Economy.

Table 3. Communication Channels of Files (Complaints Relating to a Service or Not) and Classification

	2025
Complaints relating to a service provided by the FPS Economy	34
Other (oral, telephone, fax)	1
Complaint relating to the quality of the service/product	1
E-mail	33
Not relevant	6
Complaint relating to the quality of the service/product	20
Complaint relating to the procedure of the service/product: other (timeframe, clarity, accessibility, etc.)	2
Complaint relating to the procedure of the service/product: technical incident	1
Complaint relating to the procedure of the service/product: no response	4
Files “No service provided by the FPS Economy”	241
Other (oral, telephone, fax)	1
Not relevant	1
Letter or complaint form in paper format	8
Not relevant	2
Complaint relating to the quality of the service/product	5
Complaint relating to the procedure of the service/product: complexity	1
E-mail	232
Not relevant	52
Complaint relating to energy subsidies	1
Complaint relating to the quality of the service/product	177
Complaint relating to the procedure of the service/product: other (timeframe, clarity, accessibility, etc.)	2
Total number of files received	275

Source: FPS Economy.

Table 4. File Processing

	2025	2024
Average processing time in calendar days (standard of 15 days set by the FPS BOSA)	11	14
Average processing time in working days (15 days is the maximum allowed)	8	10
Percentage of complaints handled within the prescribed time limit	88%	97%
Number of valid complaints	13	4
Number of complaints still to be processed on 22 December 2024	0	0
Total number of files received	275	1,160

Source: FPS Economy.

Table 5. Analysis and Reporting of Files

	2025	2024
Complaints relating to the conduct of the person handling the file	0	2
Complaints relating to the quality of the products or services provided	26	0
Complaints relating to the procedure for the products or services provided: other (timeframe, etc.)	2	0
Complaints relating to the procedure for the products or services provided: technical incident	2	2
Complaints relating to the procedure for the products or services provided: no response	4	0
Number of requests for information	87	283
Complaints escalated from first to second line (Federal Ombudsman)	0	0
Complaints also subject to proceedings before the Council of State	0	0
Complaints also subject of proceedings before another court	0	0

Source: FPS Economy.

3. Analysis and Comparison with 2024

As mentioned above, most of the statistical tables included in this report do not present a comparison with the figures for 2024, due to the simplification of the indicators implemented for 2025.

Table 1 provides a breakdown of the registered files by language of communication.

Of the **275 files processed in 2025**, almost 70% were communicated in Dutch.

Table 2 shows a total of 34 complaints about the FPS Economy, whether substantiated or not.

In addition, 241 files of various kinds were registered, which may or may not fall within the competence of the FPS Economy (e.g. B2C complaints or complaints about another administration).

In this context, many files were referred to the ConsumerConnect platform, and it is important to be able to quantify these in the future. This will be addressed in section 4 of this report.

Table 3 presents the communication channels through which files are transmitted to the complaints coordinator, regardless of whether they concern complaints about the services provided by the FPS Economy or not. A total of 34 complaints were received in connection with a service provided by the FPS Economy (whether substantiated or not). Of these, 6 were registered and categorised as “not relevant” due to insufficient information provided by the complainants and the absence of any follow-up on their part.

A total of 241 files were registered for reasons other than complaints relating to a service provided by the FPS Economy.

Most files are submitted by e-mail and the majority, including complaints relating to services provided, concern the “quality of the service/product provided” in general.

In 2025, the complaints coordinator's service recorded 13 substantiated complaints out of the 34 files categorised as complaints relating to a service provided by the FPS Economy (Table 4), compared to 4 substantiated complaints in 2024.

Taking into account the FPS BOSA standard (a processing time of 15 calendar days instead of working days), the average processing time for complaints in 2025 was 11 calendar days, compared to 14 in the previous year.

Moreover, **88% of the files** were processed within the set period of **15 working days**. 74% of the complaints were processed within the set period, which is a lower score than the previous year (97%). This is due to 7 cases that were processed after the set period, including one file that was processed within 36 days.

4. Action Points for 2026 and Beyond

1. Automatic identification of files

From now on, all files entered into the complaints processing system will be assigned an automatic and unique identification number. Previously, this identification was carried out manually, which led to errors and inaccuracies in data recording.

2. Better identification of complaints relating to services provided by the FPS Economy

Previously, complaints were classified according to whether or not they concerned the FPS Economy. This could lead to interpretation errors on the part of the administrator responsible for registering the complaints. In some cases, complaints relating to the competences of the FPS Economy were registered as complaints for the complaints coordinator, even though they did not concern a service provided by the FPS Economy.

However, only complaints relating to services provided by the FPS fall within the remit of the complaints coordinator.

A category “services provided by the FPS” will therefore be explicitly included in the complaints registration system.

3. Integration of secondary classifications

The Complaints and Reports Service is aware that it may receive information or signals that are relevant to the FPS Economy. During the energy crisis, the complaints coordinator was faced with a large number of requests for information regarding energy premiums. These requests did not always constitute complaints relating to a service provided by the FPS Economy and should therefore not have been addressed to the complaints coordinator.

On the basis of this observation secondary classifications will be integrated into the complaints registration system from the 2026 reporting year, based on the trends observed to date:

- **Complaints that do not relate to services provided by the FPS Economy and should be directed to ConsumerConnect.** A large number of files still concern consumer disputes.
- **Complaints that do not relate to services provided by the FPS Economy and should be directed to the Meldpunt.** It is also common for companies to turn to the complaints coordinator for B2B disputes, which should be redirected to the Meldpunt.
- **Complaints which turn out to be reports** under the European Whistleblower Directive and must therefore be forwarded to the FPS Economy's Whistleblower platform. However, only one such case occurred in 2025.

These action points will help to significantly reduce the margin for errors and misinterpretation in the registration and processing of complaints, thereby improving the quality and relevance of the data. They may also, where appropriate, support management in taking targeted measures.