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## Annex 3: Procedure for filing a case with the Belgian NCP

The NCP is able to receive complaints in Dutch, French and English.

In order for your request to be considered by the NCP within a reasonable timeframe, you will need to gather a number of elements to help the NCP in its work on the admissibility of your request.

Here is a list of items to include :

- Your identity, designating a contact person, an organisation name (if a case other than an individual), an address, a telephone number and an email address. A complainant may remain anonymous if there are security or privacy risks associated with them filling the complaint.
- An introduction to the case, setting out the context and the issues raised and where they are located.
- An explanation of your interest in the case and your reasons for referring it to the NCP.
- Contact details for the company or organisation concerned.
- A list of the chapters and paragraphs referred to in the 2023 edition of the Guidelines.
- Details of other steps already taken directly with the company or other bodies with a view to resolving the problems indicated.

This list is not exhaustive, nor is it imperative. It should not be used as a barrier to filing a case with the Belgian NCP. Do not hesitate to include additional documents that you consider relevant. If additional elements or clarifications are required, the NCP secretariat will get back to you.

Please do not hesitate to contact the NCP secretariat should you require any further information.