



Commitments of the Federal Public Service Health, Food Chain Safety and Environment

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Transparency

Through our websites, social media, chatbots, etc., we ensure transparency about

- information
- services
- procedures

You can count on transparency on:

- the steps involved in the procedures
- their duration

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Quality of the information Clear texts

Our information is:

- correct
- reliable
- regularly updated

Our language is:

- clear
- precise
- comprehensible

Staff members are trained to ensure the readability of their texts.

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Deadlines

Deadlines are communicated:

- the deadlines specified by regulation
- other deadlines

If a deadline is extended (due to unforeseen circumstances), the new deadline will be communicated.

You are able to find out which deadline applies to you.

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Contact us

You can contact someone in case of:

- questions
- follow-up on a case file

Contact



Service Center Health

Telephone (only in Dutch and French)

+32 (0)2 524 97 97 (normal rate)

On working days, from 8h to 13h

If you need to contact us outside opening hours, you can:

- leave a message
- use the call-back option



By post: Avenue Galilée
5/2 – 1210 Bruxelles
Contact form


Social media

- Facebook
- X (Twitter)

Procedures are handled automatically when possible

Our services are essentially digital.

You can access them:

 24 hours a day

 7 days a week

We focus on your ease of use first when developing our online applications.

We offer support in using our digital applications.

We will listen to your specific situation.

To the greatest extent possible, we answer through your preferred channel.

We use data already available from other public services.

We direct you to the competent service if your request is beyond our competence.



Our services are constantly evolving.

Your feedback is used to improve the services.