

## Complaint procedure - Mobile assistance teams

UPDATED: 06/02/2025

**Article 21 of section 5 of the Decree of 9 May 2019** of the Joint Board relating to the approval and method of subsidisation of emergency assistance and integration centres.

*(...)Each centre sets out the procedure for registering and handling user complaints in its internal regulations.*

*This procedure describes how complaints are lodged, how their admissibility is assessed, how they are processed and how the results are communicated to users.*

*A complaint form must be available in French and Dutch, in the information brochures and/or on the centre's website. (...).*

Any form of violence or abuse committed by a member of the Samusocial team against a beneficiary is strictly forbidden and will be subject to punishment. If a beneficiary feels that they have suffered abuse from a member of staff, the Samusocial of Brussels suggests they file a complaint via one of the following two channels:

**Internally:** Via the complaint form that is available on the Samusocial website or sent to the beneficiary after requesting one from the teams. The beneficiary can complete this complaint form on their own, or with the help of a trusted support person of their choice. Once completed, the form should be sent by post to the following address:

**Boulevard Poincaré - 68-70, 1070 Anderlecht** à l'attention du « **Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires** ».

On the sole condition that the complainant can be reached by telephone or email, the Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires (or, in their absence, their representative) will have **seven working days** to send the complainant an acknowledgement of receipt, informing them of the action to be taken regarding the complaint.

In the event that the complaint is deemed admissible, the Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires will have a period of three months to carry out the appropriate follow-up and will contact the complainant to inform them of the conclusions of the investigation (the three-month period may be extended in certain specific and exceptional situations and upon justification by the Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires). On the sole condition that the complainant can be reached by email or telephone, the Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires will contact the complainant at the end of the procedure to inform them of the conclusions of the investigation and the possible means of appeal in the event the beneficiary is dissatisfied with the outcome.

**Externally:** If it is not possible to use the internal complaints procedure, or if the beneficiary believes the response to the complaint is not fair, the beneficiary may lodge a complaint with Vivalis.brussels, the Administration of the Common Community Commission. Complaints can be made by letter or online. Contact details are given below:

**Vivalis.brussels, Administration of the Common Community Commission of the Brussels-Capital Region:** Rue Belliard 71, box 1, 1040 Brussels - Tel: 02 502 60 01 - <https://www.vivalis.brussels/fr/plainte> or <https://www.vivalis.brussels/nl/klachten>