

Any complaints about our services? ... Do let us know!

Day in, day out, our staff is ready and waiting to help you at Royal Opera House la Monnaie. They do everything in their power to provide you with an excellent service.

Even so, you may feel that a certain issue has not been resolved to your satisfaction.

If there are any errors to be rectified, you can always contact the employee in charge of your personal file directly.

If the person in question is unable or unwilling to help you, you are welcome to file a complaint. Our complaints department will then look into your complaint, offer you a solution or rectify the error.

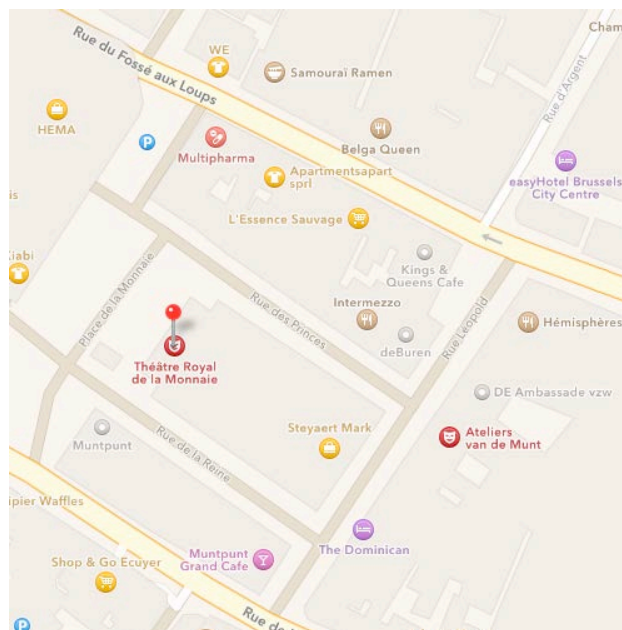
By submitting your complaint, you actually help the Royal Opera House la Monnaie to avoid similar complaints in the future and allow us to improve our modus operandi and service provision.

In short : Any complaints about our services? ...
Do let us know!

Contact details

Royal Opera House la Monnaie

- **tel:** 02 229 13 98
- **address:**
5, Place de la Monnaie
1000 Brussels
- **e-mail:** info@lamonnaie.be
- **website:** www.lamonnaie.be/en



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Complaints about
our services?

DE MUNT LA MONNAIE



Complaints about our services?

Do let us know !



Who can file a complaint?

Any person, company or institution using the services of the **Royal Opera House la Monnaie** is free to file a complaint.

What type of complaints can be submitted?

You are welcome to file a complaint if you are dissatisfied with:

- the service or a product you received
- the quality of the service provided
- the manner in which our staff dealt with your issue
- the enforcement of legislation

Do bear in mind however, that your complaint must relate to matters that come within the remit of the Royal Opera House la Monnaie

What types of complaint will not be considered ?

The following complaints will not be taken into account :

- anonymous complaints
- complaints about facts that occurred years ago
- complaints that do not come within the remit of Royal Opera House la Monnaie



How to file a complaint?

You can contact our complaints department :

- **by tel:** 02 229 13 55
- **by e-mail:** plaintes@lamonnaie.be
- **by post:**
Royal Opera House La Monnaie
Complaints - postbox 25
- Leopoldstraat 23 - 1000 Brussel

What can you expect once you have submitted your complaint?

You will receive an acknowledgment of receipt featuring a unique registration number. Within 30 days, you will receive:

- a reasoned reply
- a rectification
- a solution

Every year, we evaluate all the complaints we have received and draw up an action plan to enhance our modus operandi and service provision.

Still no solution?

Should you feel dissatisfied with the help of our complaints department, you are welcome to contact the Federal Ombudsman. The Federal Ombudsman is entirely independent, does not form part of Royal Opera House la Monnaie and will examine your complaint free of charge

Contact details :

www.federaalombudsman.be
Leuvenseweg 48 postbox 6
1000 Brussels
Freephone number 0800 99 962

