

Complaints about our services? ... Let us know!

Day in, day out, the federal civil servants of the Royal Belgian Institute for Space Aeronomy are ready to help you. They do everything in their power to provide you with an excellent service.

In spite of that, 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 federal civil servant 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. On receipt, our complaints department will look into your complaint, offer you a solution or rectify the error.

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

In sum: Complaints about our services? ... Let us know!

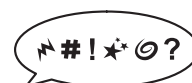
Contact details

Royal Belgian Institute for Space Aeronomy (BIRA-IASB)

Ringlaan 3 Avenue Circulaire
B-1180 Brussels
www.aeronomie.be
+32 2 373 04 04



Responsible publisher: Karolien Lefever
Avenue Circulaire 3 Ringlaan, B-1180 Brussels
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