



Commitments by federal administrations

Commitments of Sciensano

1



Transparency

Through our websites and social media, we ensure transparency about:

- ✓ information
- ✓ services
- ✓ procedures

You can count on transparency on:

- ✓ the steps involved in the procedures
- ✓ their duration

2



Information quality Clear texts

Our information is:

- ✓ correct
- ✓ reliable
- ✓ regularly updated

Our language is:

- ✓ clear
- ✓ precise
- ✓ comprehensible

Employees are trained to ensure their texts are easy to read.

3



Deadlines

Deadlines are always communicated:

- ✓ the deadlines defined by law
- ✓ other deadlines

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

You can always check which deadline applies to you.

4



Contact us

You can contact someone in case of:

- ✓ questions
- ✓ follow-up on a case file

Contact



+32 2 642 51 11 (normal rate)
On working days



- ✓ [Contact form](#)
- ✓ By post: Rue Juliette Wytsman 14, 1050 Brussels
- ✓ By e-mail: info@sciensano.be

Our services mainly run digitally.
You can access them:

- ✓ 24h/24
- ✓ 7j/7

We put 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 extent possible, we will answer using the channel of your preference.

We will use data already available from other public services (under the Only Once legislation).

We will refer you to the competent service if your request is not within our competence.



*Our services are always evolving.
Your feedback is used to improve the services.*