



# Commitments of the Federal Public Service Foreign Affairs, Foreign Trade and Development Cooperation

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## Transparency

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

- information
- services
- procedures

You can rely on transparency on:

- the steps of the procedures
- their duration

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## Quality of the information Clear texts

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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

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Deadlines are always 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 always able to find out which deadline applies to you.

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## Availability

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You can contact someone in case of:

- questions
- follow up of a case

## Contact



32+ (0)2 501 81 11 (normal rate)  
On working days from 7.30 am to 6 pm

If you need to contact us outside opening hours,  
you can leave a voice message

The FPS Foreign Affairs can also be contacted (+32 (0)2 501 81 11)  
outside normal working hours for **emergency** consular services.

If you need emergency on-site consular assistance abroad,  
you can also contact [the on-call number of the relevant  
Belgian representation](#).



- By post: rue des Petits Carmes / Karmelietenstraat 15,  
1000 Brussels, Belgium
- [Contact form](#)

### Legalisation of documents

For the legalisation of documents, you can contact the  
legalisation desk situated in the Rue des Petits Carmes /  
Karmelietenstraat 27, 1000 Brussels. Opening hours: from  
9 a.m. to 12.00 p.m. (by appointment only). You can only  
make an appointment via [the link](#).

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Procedures are handled automatically when possible: you do not have to take any action.

Our services are essentially digital.  
You can access them:

- 24/7
- 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 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 (under the Only Once legislation).

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 them.*