

I have a complaint about a supplier or a customer and raise it with my federation

It's a complaint about an infringement of the principles for good practice as indicated in the Belgian code of conduct

I raise this with my federation so that the latter can examine whether I am the only complainant (= individual dispute) or not (= aggregated dispute)

This is an individual dispute

I can't contact the Committee. I choose consultation and a method of dispute resolution in the following order:

- Commercial track
- Contract options
- Internal dispute resolution
- Mediation/arbitration which requires the consent of both parties
- "Jurisdictional" methods

It's a complaint about infringements of the procedural obligations (e.g. lack of contact person or complaints handling procedure)

I raise this with my federation, which can then contact the Belgian Code of Conduct Committee, which will handle the complaint

This is an aggregated dispute

This is a national dispute

I raise this with my federation, which can contact the Belgian Code of Conduct Committee, which will assess the complaint according to the "comply or explain" principle

This is a cross-border dispute

I raise this with my federation, which submits the file to the Belgian Code of Conduct Committee, which in turn will pass it on to the European Governance Group, which will examine the complaint and provide guidance and interpretation