

The image features a central white circle containing text, surrounded by a teal abstract graphic. The graphic consists of various shapes: thick, rounded rectangular bars of varying lengths and orientations, some overlapping the central circle; small teal circles of different sizes; and thin, wavy lines. The overall style is modern and clean.

**ombudsman**  
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**2023**

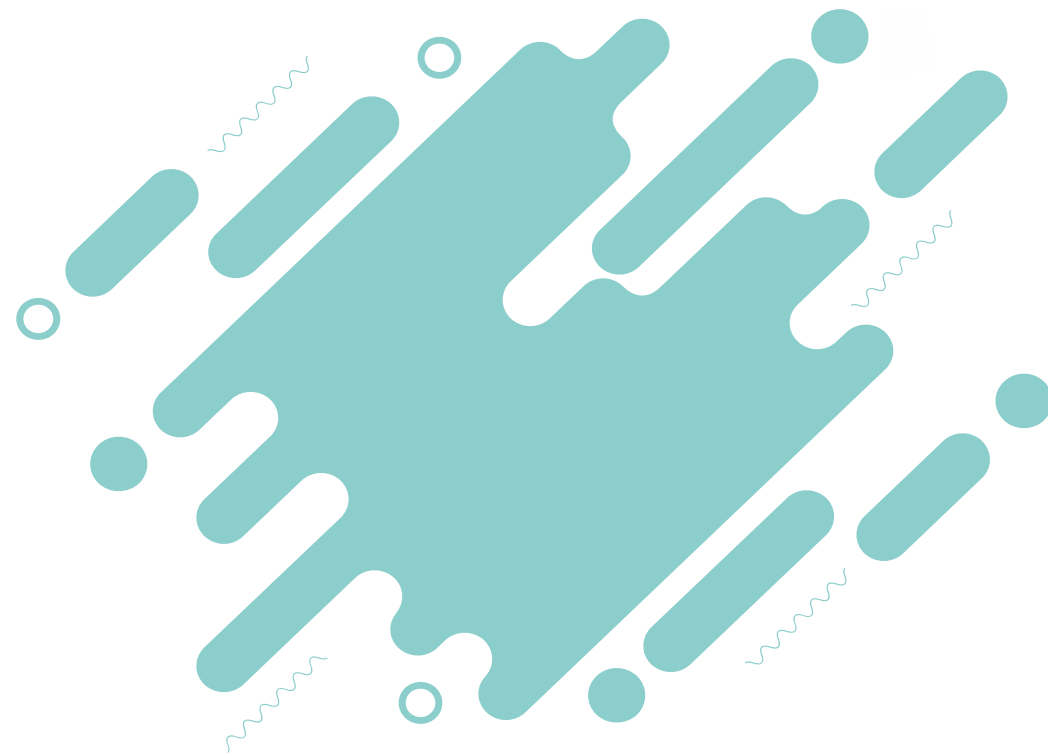
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- Aim to bring solutions to disputes between users and postal operators in a fair and accessible manner
- Impartiality of Procedure
- Board of Appeal





# CONSUMER PROTECTION

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- Safeguard the package receiver's rights to open an inquiry at her/his request

## CONSUMER PROTECTION

- Aligning Postal Legislation with Consumer Law by providing tools to postal user to exercise her/his rights as a consumer





**THANK YOU FOR YOUR  
ATTENTION**

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