



FPS Economy

**consumer**  
connect



REPORT

Déborah Boucau – March 30, 2026

Webinar between the DGEI and CAK:

Consumer complaints, intelligence gathering and case management system

*Have you noticed an infringement of consumer law or misleading/unfair commercial practices?*

*Report it to the Economic Inspection.  
You will contribute to a fairer and more transparent business environment.*

Consumers → <https://consumerconnect.be/en>

Businesses → <https://report.belgium.be>

# Project History

## Project history

How it works

Themes

Partners

Enforcement

Demos

Results

2012

Project “National platform against mass fraud”

2016

Launch of the Report Portal

2024

Launch of ConsumerConnect  
*(the Report Portal remains active for businesses)*

202...

Towards “BusinessConnect” (Report Portal 2.0) ?

# How it works (general overview)

A single information platform for consumers,  
with 3 possible actions

Ask a question  
Contact Center



Report an infringement  
Economic Inspection



Try mediation



Project history  
**How it works**  
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# How it works (reporting process)

The complainant goes to ConsumerConnect (consumer)  
or the Report Portal (business)

The choice of scenario and the answers given determine  
the content of the reply and the competent inspection service

The complainant receives an  
automated yet personalised  
reply (“empowerment”)

The Economic Inspection (or  
another competent inspection service)  
receives a complete and  
structured report

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# ConsumerConnect Themes (B2C)

Project history  
How it works  
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## Cross-cutting themes

Purchase of goods & services  
(price, labels, payment, delivery,  
withdrawal right, guarantees,  
subscriptions...)

Advertising (unsolicited,  
misleading...)

Consumer scams

## Sector-specific themes

Energy

Telecom

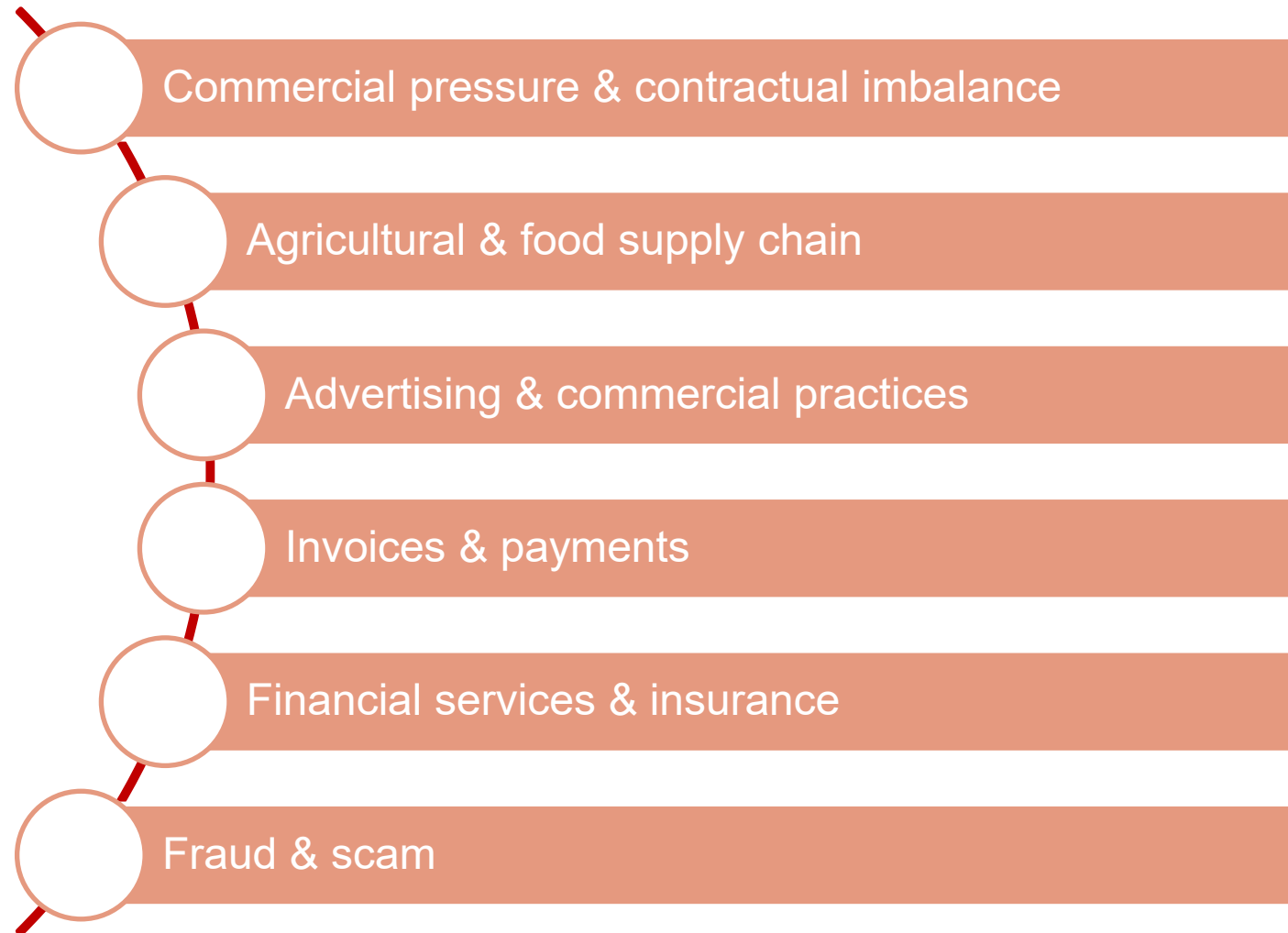
Travel & events

Financial services

Construction

Vehicle

# Report Portal Themes (B2B)



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# Partners

Inspection partners:



& mediation (civil disputes):



# Enforcement

Reports addressed to the Economic Inspection are available in our internal management system (Microsoft Dynamics)

- “Reports” tab
- “Report files” tab

## Report Service tasks:

- Add report to existing file or create a new one
- Check automatic response to the complainant
- Check statistical codes (phenomenon, sector, payment method...)

## APS Service: automated daily screening

- Case selection based on codes, number of reports, news trends...
- Dispatching to relevant directorates

# Demos

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ConsumerConnect (B2C reports):

<https://consumerconnect.be/en>

Report Portal (B2B reports):

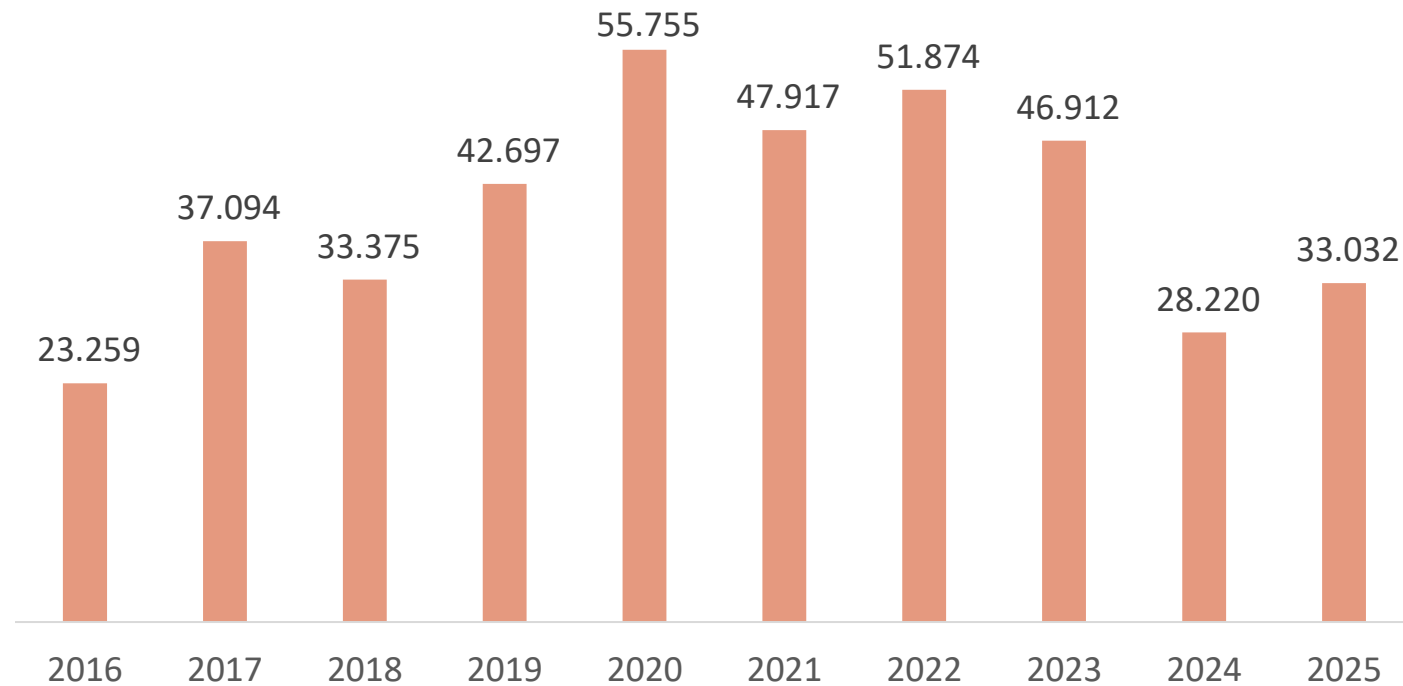
<https://report.belgium.be>

Internal management system (Microsoft Dynamics):

<https://fseco-eris.crm4.dynamics.com>

# Results

Number of reports received by the Economic Inspection



- Project history
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- Themes
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- Enforcement
- Demos
- Results**

Thank you for your attention!



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Do you have any questions?