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## [Contact Sciensano](#) [1]

### Health advice for members of the public

Sciensano's website contains a comprehensive range of general health information. Start by looking under the [relevant topic](#) [2].

Sciensano does not operate a telephone helpline. We are unable to provide individual clinical advice to members of the public. Please contact your general practitioner.

### Sciensano's commitments as a federal organisation

Read our  [commitments as a federal organisation](#) [3] in terms of transparency, information quality and clarity, deadlines and accessibility.

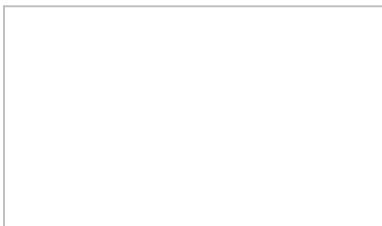
### Media Enquiries

Journalists wishing to contact Sciensano should call +32 2 642 54 20 (office hours).

### Contact point for suppliers

Firms wishing to demonstrate innovative products should [Sciensano's purchasing service](#) [4]

### Complaints



Title Text:

Complaints about our services?

If you are dissatisfied with any aspect of Sciensano's services or think that you have been unfairly treated, you can contact our complaints department:

- Sciensano | Quality, (bio)safety & environment | Juliette Wytsmanstraat 14 | 1050 Brussels | Belgium
- or [fill in the complaint form](#) [5]

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**Source URL:**<https://www.sciensano.be/en/about-sciensano/contact-sciensano>

## **Links**

[1] <https://www.sciensano.be/en/about-sciensano/contact-sciensano> [2]

<https://www.sciensano.be/en/health-topics> [3]

[https://www.sciensano.be/sites/default/files/commitments\\_of\\_sciensano.pdf](https://www.sciensano.be/sites/default/files/commitments_of_sciensano.pdf) [4]

mailto:purchasing@sciensano.be?

subject=I%20would%20like%20to%20demonstrate%20innovative%20products%20to%20Sciensano

[5] <https://www.sciensano.be/en/submit-your-complaint>