

Complaints procedure

Van Santvoort makelaars b.v. is a member of the NVM (Dutch Association of Brokers). This means that we subscribe to the NVM Code of Honour and General Terms and Conditions of the NVM.

Before filing a complaint, you always have the opportunity to first seek advice from NVM-Consumer Information.

NVM-Consumer Information acts as a point of contact for anyone who wants to be informed of a question or complaint about an NVM agent. In addition to information about NVM brokers in general and information about what you may expect from an NVM broker, NVM-Consumer Information can inform you about the possibilities of obtaining an opinion about your complaint. NVM-Consumer Information can only inform, not judge.

NVM-Consumer Information is available every working day from 9.00 a.m. to 11.30 a.m. on telephone number: 030 - 6085189. E-mail: cv@nvm.nl.

Our complaints procedure has two phases: Phase 1 of the complaints procedure enables our organisation to assess your complaint, to form an opinion about it and to respond to it. Van Santvoort brokers will try to find a solution to your satisfaction. In the unlikely event that you are not happy with our response, phase 2 gives you the opportunity to resolve the dispute through arbitration / disciplinary proceedings.

Phase 1 - filing a complaint

If you have made your complaint known orally to the employee in question and you have not been able to reach agreement on this with those directly involved, please write down the details of your complaint.

This is to ensure that we have fully understood the reason for your complaint.

Send your complaint in writing:
Van Santvoort Makelaars b.v.
for office manager
P.O. Box 56
5520 AB Eersel

Or by email: info@vansantvoort.nl

Upon receipt of the complaint, the office manager registers it and ensures that the complaint is forwarded to the appropriate office or employee to whom the complaint relates.

In consultation with the employee and management, your complaint will be dealt with as quickly as possible and you will receive a response to your complaint within 7 days. If we are not able to give you a complete answer immediately, we will inform you within 28 days about the progress of the complaint handling.

Phase 2 - arbitration

If we are unable to reach agreement on the resolution of your complaint, you have the option of submitting the dispute to the NVM. In the first instance, the complaint must be submitted to the Consumer Information Department of the NVM.

The address details are
Nederlandse Vereniging van Makelaars o.g. en Vastgoeddeskundigen NVMAfdeling
Consumentenvoorlichting
Postbus
22223430
DC Nieuwegein

This department examines whether a solution is still possible between the NVM broker and you. If that is not possible, or if you do not appreciate mediation, the complaint will be forwarded directly to the disciplinary judge or the Real Estate Agency Disputes Committee. This depends on what kind of complaint you have.

More information can be found at www.nvmtuchtrechtspraak.nl

You can also submit the complaint directly, without the intervention of the NVM, to the Real Estate Disputes Committee. This can be done digitally via www.degeschillencommissie.nl or in writing.

The address details are:

Geschillencommissie makelaardij

Bordewijklaan 46

2591 XR The Hague

www.degeschillencommissie.nl