

NVM Complaints procedure

Step 1. The estate agent: your first point of contact

If you have a complaint regarding an NVM member or NVM estate agent, then you should always first contact the company or estate agent in question. The NVM takes the position that the estate agent concerned should always first be given the opportunity to resolve the complaint. Accordingly, the NVM assumes that you will first submit your written complaint to the estate agent. In submitting your complaint, you should make it clear exactly what your complaint is and what you expect the estate agent to do as a result.

Step 2. Under consideration by the estate agent

The estate agent will deal with your complaint. In some cases, the estate agent can respond very quickly, but the estate agent may also need more time to investigate the matter. In the latter case, the estate agent will inform you when you can expect to receive a response.

The estate agent then informs you of his/her point of view, and this may result in a mutually acceptable solution.

Step 3. Submitting a complaint to the NVM

If you are not satisfied with how the estate agent has dealt with your complaint, you can forward your complaint to the NVM Complaint coordinator klachtencoordinator@nvm.nl. When forwarding your complaint, make sure to also include copies of all relevant correspondence, documentary evidence, and other documents. Also remember to include your own personal details, such as your name, residential address, email address, and telephone number. The Complaint coördinator will then register your complaint and can also inform you further regarding your options when it comes to submitting your complaint for assessment.

NVM Complaint coördinator has the right to bring the parties together in a further attempt to reach a solution. In such case, Complaint coördinator may forward the correspondence to the estate agent involved. Complaint coördinator can inform you but cannot make a judgment.

Step 4. Assessment of the complaint

Two procedures are possible within the NVM. If there is a dispute concerning payment between you and your NVM estate agent, then the dispute can be submitted to the Dutch Foundation for Consumer Complaints Boards, which will provide a binding recommendation. For more information about this foundation, you can visit their website at www.degeschillencommissie.nl. Via this website, you can also report your dispute online and access past decisions/recommendations.

If your complaint relates to the behaviour of an NVM member or NVM estate agent, then it can be reviewed by the NVM Supervisory Board (*Raad van Toezicht NVM*) in connection with possible disciplinary actions. Decisions handed down by the NVM Supervisory Board and the Central NVM Supervisory Board can be accessed in the jurisprudence register at www.nvmtuchtrechtspraak.nl

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The various procedures available for resolving a complaint or dispute may involve costs. An overview of such costs is provided below.

Complainant	Initial procedure	Appeal
Dispute (consumer)	€ 77.50	Not applicable
Dispute (professional)	€ 500 (ex VAT)	Not applicable
Disciplinary action	€ 100	€ 200

You can submit relevant correspondence to:

Dutch Association of Real Estate Agents and Real Estate Experts
(or: Nederlandse Vereniging van Makelaars en Taxateurs in onroerende goederen)
Complaint Coördinator
Postbus 2222
3430 DC Nieuwegein
e-mail: klachtcoordinator@nvm.nl

Telephone number for information: 030- 60 85 185