

Nextfund B.V. places great value on satisfied clients and on the highest possible quality of our services. Therefore, we continuously work on improving the quality of our services. If you are not satisfied with us, we would be happy to find a suitable solution together. Therefore, we ask you to inform us of this as soon as possible. We will then try to address your dissatisfaction.

In alignment with contemporary standards, we have established a formal complaints procedure. This regulation outlines how we handle complaints and whom you can contact. This is to make the complaints process as transparent as possible. Below is an explanation of the procedure:

Verbally communicating your complaint

Often, complaints are best resolved during a good conversation (by phone or in person). Therefore, we request that you first contact the employee who provided you with the service for discussion about the problem or to schedule an appointment. We aim to find a suitable solution to your complaint in this manner.

Making your complaint known in writing

If your problem is not resolved through a conversation or if you do not wish to have a conversation, you can submit your complaint in writing (via email or letter). We ask you to provide sufficient and supporting documentation and information about the facts.

You can send the complaint to:

*Nextfund B.V.
Parklaan 1
9724 AL Groningen*

Or you can e-mail the complaint to:

info@nextfund.nl

Complaint handling procedure

After receiving your complaint in writing, we will send you a confirmation within 7 days. We aim to send you a response within 28 days of receiving the complaint. If it is not possible for us to provide a response within 28 days, you will receive a message within this period specifying why we cannot yet provide a response and a forecast of when we will be able to do so.

After your complaint has been handled

If you have indicated that you are satisfied with the handling of your complaint, we consider it resolved. However, if we are unable to reach agreement on the solution to your complaint, you have the option to use the final stage of our complaints procedure. Depending on the nature of your complaint, you can address the NVM, NRVT, Vastgoedcert, or RICS.

In conclusion

If you have a complaint and let us know, we greatly appreciate it. We strive to incorporate submitted complaints into the further professionalization of our organization.