

Complaints

Our aim is to provide you with a high-quality service at all times, although we do appreciate that there may be instances where you may feel it is necessary to lodge a complaint.

Please follow the procedure below if you do wish to complain.

Any complaint should be addressed in the first instance to: mediation@qover.com

QOVER SA Mediation Department

Rue du Commerce, 31
1000 Brussels
Belgium

Phone: +448000885786

If the matter has not been resolved to your satisfaction, you may also write to:

Gibraltar Public Service Ombudsman,

10 Governor's Lane
Gibraltar GX11 1AA

Website: <http://www.ombudsman.org.gi/>

The complaints handling arrangements above are without prejudice to Your right to start judicial proceedings.