

## 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](mailto:mediation@qover.com)

### **QOVER SA Mediation Department**

Rue du Commerce, 31  
1000 Brussels  
Belgium

Phone: +38680488883

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

### **Mediacijski center Slovenskega zavarovalnega združenja GIZ,**

Železna cesta 14  
1000 Ljubljana

Website: <https://www.zav-zdruzenje.si/zdruzenje/organiziranost/#mc>

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