

Mike Pero Real Estate is committed to handling any complaints or disputes that do arise professionally, fairly and expeditiously. our standard is outlined below:

1. Any client or customer who wished to make a complaint may do so in the first instance to Chris Finnerty
Freephone: 0800 500 123
Email: chris.finnerty@mikepero.com
2. Mike Pero Real Estate will acknowledge receipt of the complaint and commence a review, which is deemed necessary may involve discussion with all relevant parties.
3. Mike Pero Real Estate will respond to the complainant upon completion of it's review of the complaint.
4. If the complainant is dissatisfied with the outcome Mike Pero Real Estate will suggest a further course of action.

Customers or clients may access the applicable industry complaints process without first using our in-house procedure; and any use of the Mike Pero Real Estate in-house procedure does not preclude a customer or client from making a complaint to the industry body. For further information on this process visit www.reaa.govt.nz or phone 0800 FOR REAA.