

Complaints Procedure

In accordance with Rule 12.1 Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012

Introduction

All licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure which is set out below.

You do not have to use our complaints and resolution procedure. You may make a complaint directly to the Real Estate Agents Authority at any time. You can make a complaint to the Real Estate Agents Authority even if you choose to use our procedures.

In-house Complaints and Dispute Resolution Procedures

Our complaints and dispute resolution procedures are designed to provide a simple and personalised process for resolving any complaint you may have.

STEP 1: Call us and speak to our Regional Manager 0800 500 123, explain who you are complaining about, and what your concerns are. You can then let us know how you would like to proceed in regards to your complaint.

STEP 2: We may ask you to put your complaint in writing so that we can investigate it. Our email address is customerrelations@mikepero.com. We will need time to talk to the team members involved. Please note your complaint may need to be disclosed to the managing director, the general manager and other relevant people to best assist in resolving your complaint. We promise to come back to you within 10 working days with a response to your complaint. Should we consider that the complaint will take longer to resolve than 10 working days we will advise you of the expected time frame. As part of that response we might ask you to meet with members of our team to discuss the complaint and attempt to reach a resolution.

STEP 3: If we are unable to come to an agreed resolution, we will provide you with a written proposal to resolve your complaint, or we may appoint a mediator to resolve the situation.

STEP 4: If you do not accept our proposal, please try and advise us in writing within five working days. You can, of course, suggest another way of resolving your complaint.

STEP 5: If we accept your preferred resolution, we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution, we may invite you to mediate the dispute.

STEP 6: If we agree to mediate the complaint but don't settle the complaint at mediation, or we do not agree to mediate the dispute, then that will be the end of our process.

Remember: You can still make a complaint to the Real Estate Agents Authority in the first instance and, even if you use these procedures, you can still make a complaint to the Real Estate Agents Authority at any time.

The Real Estate Agents Authority

c/o PO Box 25-371

Wellington 6146

New Zealand

Phone 0800 for REAA or 0800 367 7322