



Auctioneers Association of Ontario

## Dispute Resolution Form

Please return this form to R. R. 6 \* 30959 Wyatt Road \* Strathroy, Ontario \* N7G 3H7.

Phone: (519) 232-4138 \* Fax: (519) 232-9166 \* [execdir@auctioneersassociation.com](mailto:execdir@auctioneersassociation.com)

The Auctioneers Association of Ontario attempts to resolve disputes involving consumers and auctioneers; however, due to current legislation, not all submissions can be addressed by the A.A.O. **Please note that the A.A.O. does not have authority to direct an auctioneer/auction company to resolve your dispute or award you compensation.**

It is important that you contact the auctioneer/auction company before filling out this form. **The A.A.O. will not address your dispute until you have made an effort to deal with the auctioneer/auction company.**

<b>Control Number (For A.A.O. Use Only):</b>	
	Please complete parts 1 to 8.
<b>1</b>	<p><b><u>Name and Address</u></b></p> <p>Last Name..... First Name.....</p> <p>Street Address.....</p> <p>City/Town.....Province.....Postal Code.....</p> <p>Day-Time Telephone Number (.....).....</p>
<b>2</b>	<p><b><u>Dispute Against</u></b></p> <p>Auctioneer's Name..... and/or Auction Company Name.....</p> <p>Street Address.....</p> <p>City/Town..... Province.....Postal Code.....</p> <p>Day-Time Telephone Number (.....).....</p>
<b>3</b>	<p>Attach copies of your letter(s) to the Auctioneer/Auction Company and a copy of their reply if you received one. Have you spoken to the Auctioneer or someone else at the Auction Company? Yes [ <input type="checkbox"/> ] No [ <input type="checkbox"/> ]</p> <p>Name of Person with Whom You Spoke.....</p>
<b>4</b>	<p>If you have a written agreement or contract with the Auctioneer/Auction Company, which relates to your dispute, please attach a photocopy of the document(s). <b>Do not send originals.</b></p>

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5	<p><b><u>Brief Description of Your Dispute.</u></b> (Attach a separate sheet if you need more space.)</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
6	<p><b><u>What do you want from the Auctioneer/Auction Company to resolve your dispute?</u></b></p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
7	<p style="text-align: center;"><b><u>Important Notice – Permission to Share Information</u></b></p> <p>The information on this form is being collected by the <b>Auctioneers Association of Ontario (A.A.O.)</b> for the purpose of mediation and/or investigation of this dispute. By signing this form, you consent to having the A.A.O. share the information contained on this form, and any additional information that you supply with regard to your dispute, with: (a) the Auctioneer/Auction Company with whom you have a dispute; (b) any government ministry, agency, board or commission; (c) any self-regulatory agency or association; and (d) any Canadian law enforcement agency. You may address questions about the A.A.O.'s collection and sharing of this information by contacting the Association via the numbers or addresses outlined on the reverse side of this form.</p>
8	<p>Have you completed all portions of this form? Have you attached documentation required in Sections (3) and (4)? Have you read Section (7), "Permission to Share this Information"?</p> <p>Remember, by signing this form, you are authorizing the A.A.O. to share information concerning your dispute.</p> <p>_____</p> <p style="text-align: center;">Date</p> <p>_____</p> <p style="text-align: center;">Signature</p> <p style="text-align: center;"><b>Please return this completed signed form to the A.A.O. at the address on the reverse.</b></p>