

## Dispute Resolution Form

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 AAO. Please note that the AAO 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 for resolution before completing this form. The AAO will not address your dispute until you have made an effort to deal with the Auctioneer/Auction Company first.

Control Number (For AAO Office Use Only):

1.	<p><b>Name and Address:</b>  Last Name: _____ First Name: _____    Address: _____  City: _____ Province: _____ Postal Code: _____  Contact Phone Number: _____</p>
2.	<p><b>Dispute Against:</b>  Auctioneer's Name: _____  And/or  Auction Company Name: _____    Address: _____  City: _____ Province: _____ Postal Code: _____  Contact Phone Number: _____</p>
3.	<p>Have you spoken with the Auctioneer or someone else at the Auction Company?  _____ NO _____ YES If yes, provide name of the person(s) you have spoken with:  _____  _____</p> <p>Attach copy (copies) of your letter(s) to the Auctioneer/Auction Company and a copy (copies) of their reply, if you received one.</p>
4.	<p>If you have a written agreement or contract with the Auctioneer/Auction Company, that relates to your dispute, attach a photocopy of the document(s). <b>Do Not Send Originals.</b></p>

5.	Brief Description of Your Dispute (attach a separate sheet if you need more space):
6.	What do you want from the Auctioneer/Auction Company to resolve your dispute?
7.	<p><b>Important Notice – Permission to Share Information:</b> This information is being collected by the Auctioneers Association of Ontario (AAO) for the purpose of mediation and/or investigation of this dispute. By signing this form, you consent to having the AAO share with the Auctioneer/Auction Company with whom you have a dispute; any government ministry, agency, board or commission; any self-regulatory agency or association; as well as any Canadian law enforcement agency, the information contained on this form, and any additional information that you supply with regard to your dispute.</p>

I have completed all portions of the above form?

I have attached documentation required in Sections (3) and (4)?

I have read section 7 above, **Permission to Share Information?**

I authorizing the Auctioneers Association of Ontario to share information for the purpose of mediation and/or investigation concerning my dispute.

\_\_\_\_\_

Date

\_\_\_\_\_

Signature

**Return this fully completed, signed form and any attachments to:**

**The Auctioneers Association of Ontario**  
**7471 Marden Rd Guelph ON N1H 6J2**