

COMPLAINTS PROCEDURE

The person appointed at our offices to deal with complaints is **Pippa Kneller** (Office Manager). Where a complaint is to be made, please do not hesitate to contact Pippa in the first instance via email at auctions@andrewsmithandson.com or by telephone on 01962 735988.

Where a complaint is initially made orally, you will be requested to send a written summary of the complaint by email, or by post to: Andrew Smith & Son, Winchester Auction Rooms, Itchen Stoke, SO24 0QT.

Once we have received your written summary of the complaint, we may telephone to discuss the matter but, in any event, will contact you in writing within fourteen days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

If appropriate, your complaint may then be escalated to **Catherine Hockley** (Managing Director) to investigate further.

Within twenty-one days of receipt of your written summary, the person dealing with your complaint will write to you to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

In some circumstances, if we have not been able to satisfactorily resolve the issue, our professional body SOFAA (The Society of Fine Art Auctioneers and Valuers) may be able to assist in attempting to informally mediate a solution.

If the complaint has still not been resolved to your satisfaction, you may choose to refer your complaint to the Ombudsman Service:

Ombudsman Service: Property, PO Box 1021, Warrington, WA4 9FE, Telephone 0845 050 8181, enquiries@os-property.org, and www.os-property.org.