**AMS Auctions - Complaints Procedure**

If you have a complaint, this note sets out the procedure which we will then follow when dealing with the complaint.

1. Where the complaint is to be sent to:

[info@ams.uk](mailto:info@ams.uk)

Asset Management Services Ltd, Gloucester Auction Centre, Bristol Road, Gloucester, GL2 5DD

Telephone: 01452 207777

1. If the complaint is made orally, you will be requested to send a written summary of what happened and the complaint you are making.
2. Once we have received the above, we will contact you in writing within 14 days, this will make you aware of the understanding of the complaint and what we are going to do going forward. This will then give you the opportunity to comment on this.
3. Within 21 days from receiving the complaint we will write to you in regard to the outcome, and when this will be happening.
4. If you remain dissatisfied with the outcome of the complaint, or how we handled this we will attempt to resolve this promptly with yourself through negotiations.

Otherwise, you can refer your complaint to the below:

Ombudsman Services

Warrington,

WA4 9FE

Telephone - 08450508181