

## Complaints Policy and Procedure

1. My notarial practice is regulated by the Faculty Office of the Archbishop of Canterbury:

The Faculty Office  
1, The Sanctuary  
Westminster  
London  
SW1P 3JT

Telephone 020 7222 5381  
Email [faculty.office@1thesanctuary.com](mailto:faculty.office@1thesanctuary.com)  
Website [www.facultyoffice.org.uk](http://www.facultyoffice.org.uk)

2. If you are dissatisfied about the service you have received please do not hesitate to contact me.

3. If I am unable to resolve the matter you may then complain to the Notaries Society of which I am a member, who have a Complaints Procedure which is approved by the Faculty Office. This procedure is free to use and is designed to provide a quick resolution to any dispute.

4. In that case please write (but do not enclose any original documents) with full details of your complaint to: Christopher Vaughan, The Secretary, The Notaries Society, Old Church Chambers, 23 Sandhill Road, St James Northampton NN5 5LH; email: [secretary@thenotariessociety.org.uk](mailto:secretary@thenotariessociety.org.uk), tel : 01604 758908

If you have any difficulty making a complaint in writing, please do not hesitate to call The Notaries Society for assistance.

5. Finally, even if you have your complaint considered under the Complaints Procedure, you may at the end of that procedure or after a period of eight weeks from the date you first notified me that you were dissatisfied, make your complaint to the Legal Ombudsman, if you are not happy with the result:

Legal Ombudsman  
PO Box 6806  
Wolverhampton WV1 9WJ

Tel : 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

6. If you decide to make a complaint to the Legal Ombudsman, you must refer your matter to the Legal Ombudsman within six months from the conclusion of the complaint process.