



Complaint Policy

If you are dissatisfied about the service, you have received please do not hesitate to contact me via email: notary@abesstaqi.com

If we are unable to resolve the matter, you may then make a complaint to the Notaries Society of which I am a member. My notarial practice is regulated through the Faculty Office of the Archbishop of Canterbury:

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

The Notaries Society operate 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. The contact details for Notaries Society are:

Email: Faculty.office@1thesanctuary.com

Telephone: 020 7222 5381

Website: www.facultyoffice.org.uk

Should you wish to make a complaint to the Notaries Society please write (but do not enclose any original documents) with full details of your complaint to:

Mr. C.J. Vaughan
The Secretary of The Notaries Society
P O Box 7655
Milton Keynes
MK11 9NR

Email: secretary@thenotariessociety.org.uk

If you have any difficulty in making a complaint in writing, please do not hesitate to contact the Notaries Society/the Faculty Office for assistance.



Action by the Secretary

The Secretary will write to the Complainant asking whether he/she is willing for the complaint to be considered by the President and Vice-President within the Approved Complaints Procedure if that agreement has not already been obtained.

The Secretary will prepare copies of all the papers and deliver them with his own report (if necessary) and a summary to the President and the Vice-President of The Notaries Society

It is anticipated that the parties will cooperate to assist the Secretary in facilitating the Approved Complaints Procedure. If you are not satisfied with the outcome of the Notarial Complaint procedure, you may complain to the Legal Ombudsman.

The Legal Ombudsman

If you wish to make a complaint to the Legal Ombudsman. The contact details for the Legal Ombudsman are:

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

Email: enquiries@legalombudsman.org.uk

Telephone: 0300 555 0333

Website: www.legalombudsman.org.uk

You must refer to the Legal Ombudsman within one year of the problem you are complaining about happening.

You must bring the complaint forward within one year of becoming aware of this problem. If you failed to complete your complaint within the new timeframe, it is unlikely that your complaint will be investigated.

