



Complaint Policy

If you are dissatisfied with the service you have received, please do not hesitate to contact me directly in the first instance, in writing either by:

- Email at Notary@abesstaqi.com; or
- Post to: Dr. Abess Taqi – Notary Public
C/o Imperial House, Suite 21, 64 Willoughby Lane, London N17 0SP

Upon receipt of your complaint, you will receive an acknowledgement within one (1) week from the date of receipt. A full response to your complaint will be provided within four (4) weeks.

If I am unable to resolve the matter, you may then make a complaint to either, The Faculty Office or The Notaries Society, of which I am a member. My notarial practice is regulated by the Faculty Office of the Archbishop of Canterbury. Complaints to The Faculty Office should be addressed to:

The Registrar, The Faculty Office of the
Archbishop of Canterbury
1 The Sanctuary
Westminster
London SW1P 3JT

Email: Faculty.office@1thesanctuary.com

Telephone: 0207 222 5381 (Please ask for Extension 130 for calls about Notaries)

Website: www.facultyoffice.org.uk

The Notaries Society operates 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. 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 addressed to:

Elaine Standish
Secretary of The Notaries Society
P O Box 876
Chichester PO19 9ZH
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, or the Faculty Office, directly for assistance.

Action by the Secretary

The Secretary will write to the Complainant asking whether they are 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 their own report (if necessary) and a summary to the President and the Vice-President of The Notaries Society. It is anticipated that parties will cooperate to assist the Secretary in facilitating the Approved Complaints Procedure.

Making a complaint to the Legal Ombudsman

If, after eight weeks from the date you first notified me of your complaint, you are not happy with the result or outcome of your complaint, even if it has been considered by either The Faculty Office/The Notaries Society, you may wish to make a complaint to the Legal Ombudsman.

Here are the contact details for the Legal Ombudsman:

Legal Ombudsman
P O Box 6167
Slough SL1 0EH
Email: enquiries@legalombudsman.org.uk
Telephone: 0300 555 0333
Website: <https://www.legalombudsman.org.uk/>

If you decide to make a complaint to the Legal Ombudsman, you will need to provide a copy of the full complaint you sent to me and, my final response that was sent back to you.

Please be aware, complaints must be referred to the Legal Ombudsman within one year from the date of the act or omission being complained about or from when you should have known about, or become aware, there were grounds for complaint.

The Legal Ombudsman has the discretion, and reserves the right, to grant a discretionary extension to the one-year time limit if it is considered fair and reasonable to do so.

V1.0 [October 2025]

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