

REGULATORY INFORMATION

- Documentation: xxxxxx

- Notary services: Please see the website for details of services provided. Upon receiving your instructions, we will advise you on proposed next steps that we will undertake on your behalf and the anticipated timescales

For most matters we would anticipate being able to complete the client's instructions as expeditiously as possible. If legalisation by Apostille at the Foreign and Commonwealth Office is required, and Consular legalisation is also required that will take extra time depending on the Consulate concerned. You will be advised on timescales

- Redress information: Our professional indemnity insurance is in the sum of £1,000,000 (One million pounds).

- Complaints information:

The 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. **Website:** www.facultyoffice.org.uk

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

If we are unable to resolve the matter you may then complain to the Notaries Society of which we are 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

In that case please write (but do not enclose any original documents) with full details of your complaint to:-

The Secretary of The Notaries Society, Old Church Chambers
23 Sandhill Road, St James, Northampton NN5
5LE **Email:** secretary@thenotariessociety.org.uk. **Tel:** 01604 758908

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

Finally, even if you have your complaint considered under the Notaries Society Approved Complaints Procedure, you may at the end of that procedure, or after a period of six months from the date you first notified us 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
Website: www.legalombudsman.org.uk
- If you decide to make a complaint to the Legal Ombudsman you must refer your matter to the Legal Ombudsman within:-
 - Six months of receiving a final response to your complaint and
 - Six years from the date of act/omission; or
 - Three years from when you should reasonably have known there was cause for complaint (only if the act/omission took place more than six years ago)

The act or omission, or when you should reasonably have known there was cause for complaint, must have been after 5th October 2010.

*certain kinds of commercial entities are not eligible to make a complaint to the Legal Ombudsman
- please refer to the Legal Ombudsman Scheme Rules or consult the Faculty Office

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