

RAJA.PADHIAR

NOTARY PUBLIC LIMITED

503 COVENTRY ROAD
BIRMINGHAM
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T 0121 766 7447
www.notarypublicbirmingham-rajpadhiar.com

IMPORTANT INFORMATION

Complaints Procedure

Thank you for using our Notarial Practice Services. I am a Notary Public of England and Wales. When attending the costs and fees and any disbursements were explained and, on that basis, you have instructed me. I am not a qualified lawyer for any other jurisdiction. As per the regulatory body governing me, I am obliged to notify you of the following: -

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 Website: www.facultyoffice.org.uk

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

If we are unable to resolve the matter you may then complain to the Notaries Society of which I am a member, who has 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.

If we are unable to resolve your complaint, please write with full details of your Complaint to: -

The Secretary of The Notaries Society, PO Box 1023, Ipswich, IP1 9XB
Email secretary@thenotraisociety.org.uk. 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.

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 Vice president of The Notaries Society. The President and Vice President will consult together and will propose a conclusion which in their judgement is fair to both parties. A written record of the conclusion will be sent to the Secretary who will then inform both parties. It is expected that the parties will abide by the conclusion. However, while the conclusion may be expected to be a major factor in any further proceedings, it cannot remove the right of either party to pursue their case either to the Faculty Office or the civil courts as may be appropriate. The President and the Vice President may ask for further information from either or both of the parties before they can reach a conclusion. If the nature of the complaint indicates that there may have been 'Notarial Misconduct' the Secretary shall be directed to send the papers to the Faculty Office and no conclusion on the complaint will be made by The Notaries Society until after the Faculty Office has considered the papers and decided that 'serious professional misconduct' is not in issue. The President and Vice President are not bound to give reasons for their conclusion. The Society will not be responsible for any loss or damage that may arise as a result of any action or conclusion under this procedure. The Notaries Society cannot consider any complaint if it is or becomes the subject of any Court proceedings. Original documents and correspondence should not be sent to the Secretary unless specifically requested.

The expression President and Vice President shall include such other members of the Council of The Notaries Society as shall be nominated by either the President or the Vice President to act in their place.

Complaints in respect of notarial matters should not be referred to the Solicitors Regulation Authority.

Finally, even if you have your complaint considered under the Notaries Society Approved Complaints Procedure, you may at the end of that procedure, or

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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 6167, Slough, SL1 0EH

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 one year from when you should reasonably have known there was cause for complaint.