



FACULTY OFFICE

Key Performance Indicators (KPIs)

Disciplinary cases

The KPI figures below record the length of time taken for the Faculty Office to resolve a complaint once it has been received.

During the practicing certificate year 2019 only 2 complaints received were complaints of notarial misconduct which proceeded to a hearing. The remaining 3 complaints were not cases of notarial misconduct and were concluded following the receipt of a Written Report from the Nominated Notary.

<i>Days</i>	From receipt of complaint from consumer to appointment of Nominated Notary <small>out of 5 complaints received by 31 Dec 2019</small>	From appointment of Nominated Notary to receipt of Written Report <small>out of 5 complaints received by 31 Dec 2019</small>	From receipt of Formal Complaint of the Nominated Notary to Hearing date <small>out of 2 complaints of notarial misconduct</small>	From Hearing date to notice of the Order <small>out of 2 complaints of notarial misconduct</small>	From Notice of the Order to publication on the Faculty Office website <small>out of 2 complaints of notarial misconduct</small>	From receipt of judgment to publication on the Faculty Office website <small>out of 2 complaints of notarial misconduct</small>
Target	28	56	84	14	7	7
Shortest	35	20	104	42	32	19
Longest	77	168	105	42	33	19
Average	62.8	93.0	104.5	42.0	32.5	19.0
Mean variance from target	+34.8	+43	+20.5	+28	+25.5	+12

The data in the column coloured yellow is, to a great extent outside of the control of the Faculty Office staff as it is the Nominated Notary who determines how long this takes which, is also dependent upon the complexity of the complaint and the level of co-operation received from both the notary under investigation and the complainant.

Similarly, the data in the column coloured green is dependent upon factors outside of the direct control of the Faculty Office including the complexity of the matter, whether the complained of Notary enters a formal defence and the availability of the Commissary and Assessors to hear the matter.

Likewise, the blue column which is again dependent upon the complexity of the matter and the time available to the Commissary and Assessors to agree and write their decision.

However, all three do provide a useful indication of the effectiveness of the disciplinary regime and it is right that 'targets' should be set for each of these aspects as well as the parts of the process that rest wholly within the Faculty Office's staff remit.