

Prescribed form of words under Rule 8.1.4 the Notaries Practice Rules 2019

1. My notarial practice is regulated through 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

2. If you are dissatisfied about the service you have received please do not hesitate to contact [me/ my firm].

3. If we are unable to resolve the matter you may then complain to [The Notaries Society/ the Worshipful Company of Scriveners of which I am a member, who have a Complaints Procedure which is approved by the Faculty Office] [the Faculty Office who will refer the complaint to be considered by one or several independent notaries]. This procedure is free to use and is designed to provide a quick resolution to any dispute.

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

contact details of relevant Approved Procedure including telephone number and email address] [the Faculty Office].

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

5. Finally, even if you have your complaint considered under the Complaints Procedure, you may at the end of that procedure or 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 6806
Wolverhampton WV1 9WJ

Tel : 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

6. If you decide to make a complaint to the Legal Ombudsman, you must refer your matter to the Legal Ombudsman within one year from the act/omission or within one year from when you should reasonably have known there was cause for complaint.