

Key performance indicators

In this period 1st April 2021 to 31st March 2022 the Faculty Office dealt with one disciplinary case based on three complaints against the same notary. There was a lengthy investigation, several interim Court directives and an Abuse of Process Hearing before the case finally went to a formal disciplinary hearing. One service complaint was referred to a Designated Society and one complaint was withdrawn.

The table below shows the time taken to conclude each stage of the disciplinary case until publication of the final judgment. It should be noted that the length of time taken to conclude a disciplinary case is dependent on certain factors outside of Faculty Office's control including the length of time taken by the Nominated Notary to investigate and the availability of the Commissary to set a hearing date.

These figures are based on an average of the three complaints received *

<i>Days</i>	From receipt of complaint to appointment of Nominated Notary	From appointment of Nominated Notary to receipt of Written Report	From receipt of Written Report to Hearing date	From Hearing date to notice of the Order	From Notice of the Order to publication on the Faculty Office website	From receipt of judgment to publication on the Faculty Office website
Target	28	42	84	14	7	7
	38 *	180*	630*	6	30	2
Variance from target	+10	+138	+546	-8	+23	-5

In the period 1st April 2022 to 31st March 2023 were two disciplinary Hearings. One case had previously been placed on hold pending the outcome of a High Court Appeal and the other related to five complaints against the same notary which were combined during the investigation. The time taken to proceed to a hearing date in this case was further delayed due to the respondent's ill health.

<i>Days</i>	From receipt of complaint to appointment of Nominated Notary	From appointment of Nominated Notary to receipt of Written Report	From receipt of Written Report to Hearing date	From Hearing date to notice of the Order	From Notice of the Order to publication on the Faculty Office website	From receipt of judgment to publication on the Faculty Office website
Target	28	42	84	14	7	7
Shortest	21	225	339	3	2	2
Longest	13	528	336	6	5	1
Average	17	377	338	5	4	2
Variance from target	-11	+335	+254	+9	+3	+5