

A J R Allen, Notary Public.

## Complaints.

Prescribed form of words under Practice Rule 5A of the Notaries Practice Rules 2009, as amended by Order of the Master of Faculties dated 8 April 2011 relating to complaints.

1. My notarial practice is regulated by the Faculty Office of the Archbishop of Canterbury: The Faculty Office, 1 the Sanctuary, London SW1P 3JT, telephone 020 7222 5381, email: Faculty.office@1thesanctuary.com; Website [www.facultyoffice.org.uk](http://www.facultyoffice.org.uk)
1. If you are dissatisfied about the service you have received, please do not hesitate to contact me.
2. If I am unable to resolve the matter, you may then complain to the Notaries Society, of which I am 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.
3. In that case, please write (but do not enclose any original documents) with full details of your complaint, to:  
The Secretary, the Notaries Society, 23 Sandhill Road, St James, Northampton, NN5 5LH  
Email: [secretary@thenotariessociety.org.uk](mailto:secretary@thenotariessociety.org.uk)  
Telephone: 01604 758908  
If you have any difficulty in making a complaint in writing, please do not hesitate to call the Notaries Society for assistance.
4. 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 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, Baskerville House, Centenary Square, Broad Street, Birmingham, B1 2ND  
Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
5. If you decide to make a complaint to the Legal Ombudsman, you must refer the matter to the Legal Ombudsman within six months from the conclusion of the complaints process.

For further information, please see my website or [www.thenotariessociety.org.uk](http://www.thenotariessociety.org.uk).