



- HLR Notary -

Notary Public and Commissioner for Oaths

Complaints Procedure

- a. If you are dissatisfied with the service provided, please raise this with the Notary in the first instance.
- b. If you remain dissatisfied, please contact The Notaries Society of England and Wales, who have a complaints procedure approved by the Faculty Office. This procedure is free to use and is designed to provide a quick resolution to any dispute. In that instance, please write (but do not enclose any original documents) with full details of your complaint to:

Secretary of the Notaries Society
PO Box 7655 Milton Keynes
MK11 9NR

Email: secretary@thenotariessociety.org.uk
Telephone: 01908 803 527

If you have any difficulty in making a complaint in writing, please do not hesitate to call the Notaries Society or Faculty Office for assistance.

- c. Finally, if you are not happy with the result, you may at the conclusion of the above procedure, or after a period of 8 weeks from the date you first notified the Notary that you were dissatisfied, make your complaint to the Legal Ombudsman:

Legal Ombudsman
PO Box 6806
Wolverhampton WV1 9WJ
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

- d. If you decide to make a complaint to the Legal Ombudsman, you must refer your matter to the Legal Ombudsman within 6 months from the conclusion of the complaint process.
- e. Certain kinds of commercial entities are not eligible to make a complaint to the Legal Ombudsman – please refer to the Legal Ombudsman Scheme Rules or consult the Faculty Office for clarification on this.