

COMPLAINTS POLICY

While I maintain standards of service that will leave you with no cause for concern, please note that should any circumstance warrant a complaint, I have a written complaints policy.

If you have a complaint about any aspect of my service, please contact me in writing, preferably by email as soon as possible. If I am unable to resolve your complaint within seven days of receipt of the same, I will forward the complaint to the Notaries Society.

The Notaries Society has a complaints policy which is approved by the Regulatory Body for Notaries, the Faculty Office of the Archbishop of Canterbury. You can complain directly to the Notaries Society and their contact details are as follows:

The Secretary:
Christopher J Vaughan
Old Church Chambers
23 Sandhill Road
St James
Northampton
NN5 5LH
Email: secretary@thenotariessociety.org.uk

The Administration Department
Po Box 1023
Ipswich
IP1 9XB
Email: Admin@thenotariessociety.org.uk

If you are still not satisfied, you can also complain to the Legal Services Ombudsman on the following numbers or email. You can also contact the Legal Services Ombudsman directly.

UK Phone: 0300 555 0333

If you are calling from Overseas, Please call
+ 44121 245 3050
NGT Lite Users
18001 0300 555 0333
Minicom Text Phone User
18002 0300 555 0333

You can also email them at enquiries@legalombudman.org.uk
Further details can be found at www.legalombudsman.org.uk

TERMS AND CONDITIONS

I will witness your signature and affix my seal of office at my sole discretion, you should read and understand all the documents that you sign and by signing them you intend to give them legal effect. You also confirm that the contents of the documents are true and authentic and are not part of any illegal act or plan against the laws of any country in the world.

If I prepare any document I will solely rely on the information that you give me, please note that you will remain responsible for all errors omission in that information. I am acting as a witness only and I am not a party to any transaction. I do not accept any legal obligation arising out of the notarization or legalization of any of the documents and liability and delays omissions errors loss costs claims or damages. You will indemnify me against all claims, losses, costs and expenses connected with this matter unless they arise from my personal fault.