

## Arney – Notary : Complaints Procedure

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[www.notarypublicsolihull.co.uk](http://www.notarypublicsolihull.co.uk)

Regulated through the Faculty Office of the Archbishop of Canterbury

Members of the Notaries Society

Partners: Richard Arney, James Arney

**COMPLAINTS:** We aim to provide all clients with an efficient and high standard of service. However, in the unlikely event that you should wish to complain, then you should follow the complaints procedure set out below. Notaries are regulated by the Faculty Office of the Archbishop of Canterbury:

The Faculty Office, 1, The Sanctuary, Westminster, London SW1 3JT

Telephone: 020 7222 5381, Email: [faculty.office@1thesanctuary.com](mailto:faculty.office@1thesanctuary.com),

Website: [www.facultyoffice.org.uk](http://www.facultyoffice.org.uk)

If you are dissatisfied about the service you have received, please contact Richard Arney as soon as possible. If he is unable to resolve the matter then you may complain to the Notaries Society of which we are members.

The Society has 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. In that case please write (but do not enclose any original documents) with full details of your complaint to:

The Secretary of The Notaries Society,

Old Church Chambers, 23 Sandhill Road, St James, Northampton NN5 5LH

Tel: 01604 758908 32

Email: [secretary@thenotariessociety.org.uk](mailto:secretary@thenotariessociety.org.uk)

If you have any difficulty making a complaint in writing, please do not hesitate to call the Notaries Society or the Faculty Office for assistance. 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 (LeO)**, if you are not happy with the result:

Legal Ombudsman, P.O. Box 6806, Wolverhampton, WV1 9WJ

Tel: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

The **time limit for referring a complaint to LeO will be not later than one year** from the:

- date of the act or omission being complained about; or
- date when the complainant should have realised that there was cause for complaint

\*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. The Ombudsman has a discretion to refuse to hear complaints in certain circumstances.