



**SIGILLUM**  
Notary Public

## Complaints Policy

1. Notarial practice Sigillum Notary Public is regulated by the Faculty Office of the Archbishop of Canterbury:

The Faculty Office  
1, The Sanctuary  
Westminster  
London, SW1P 3JT  
Telephone: 0207 222 5381  
Email: [Faculty.office@1thesanctuary.com](mailto:Faculty.office@1thesanctuary.com)  
Website: [www.facultyoffice.org.uk](http://www.facultyoffice.org.uk)

2. Should you be dissatisfied with the service provided please do not hesitate to approach me.
3. Should we not be able to reach a solution to the matter you may complain to the Notaries Society, where I am a member, as the next step. They have a Complaints Procedure, approved by the Faculty Office, which is free to use and is composed to reach a quick settlement to any dispute.
4. If it reaches the stage of the Notaries Society, you can contact them – make sure not to send any original documents – here:  
The Secretary of The Notaries Society  
P.O. Box 7655  
Milton Keynes, MK11 9NR  
Email: [secretary@thenotariessociety.org.uk](mailto:secretary@thenotariessociety.org.uk)  
Telephone: 01908 803 527

Should you have difficulties making a complaint in writing, you may call the Notaries Society, as well as the Faculty Office by telephone for assistance.

5. In the unlikely event of your complaint not being resolved under the Notaries Society Approved Complaints Procedure, at the end of that procedure, or after a period of eight weeks from the date you initially notified me of your dissatisfaction, you may further complain to the Legal Ombudsman:  
Legal Ombudsman  
P O Box 6167  
Slough SL1 0EH  
Tel : 0300 555 0333  
Email : [enquiries@legamombudsman.org.uk](mailto:enquiries@legamombudsman.org.uk)  
Website : [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
6. In the case of contacting the Legal Ombudsman, you must communicate your complaint to them within six months from the conclusion of the complaint process.