



Complaints and Regulatory Information

1. My notarial practice is regulated through the Faculty Office of the Archbishop of Canterbury, the contact details for which are:

The Faculty Office 1, The Sanctuary Westminster London SW1P 3JT

Email: Faculty.office@1thesanctuary.com

Website: www.facultyoffice.org.uk

Telephone: 020 7222 5381

2. If you are dissatisfied about the service you have received please do contact me.
3. 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.
4. In that case please write (but do not enclose any original documents) with full details of your complaint to:

Secretary of The Notaries Society PO Box 1023 Ipswich IP1 9XB

Email: secretary@thenotariessociety.org.uk

Website: www.thenotariessociety.org.uk

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

5. 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 8 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 P O Box 6167 Slough SL1 0EH

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333 between 10am and 4pm

6. If you decide to make a complaint to the Legal Ombudsman, you must refer your matter to the Legal Ombudsman within one year from the act/omission or within one year from when you should reasonably have known there was cause for complaint.

VANESSA SANTOMAURO
NOTARY PUBLIC – ENGLAND AND WALES
13 Gosfield Road, High Garrett, Braintree, Essex CM7 5NZ

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