

JOHN BAILEY HUGHES NOTARY PUBLIC

COMPLAINTS PROCEDURE

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My notarial practice is regulated by the Faculty Office of the Archbishop of Canterbury :

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

If you have any complaints regarding the service you have received from me as a Notary Public and if these cannot be immediately resolved between us I will refer your complaint to the Notaries Society of which I am a member who have a complaints procedure approved by the Faculty Office. Alternatively you can make your complaint direct to the Notaries Society, Old Church Chambers, 23 Sandhill Road, St James, Northampton NN5 5LH e mail secretary@thenotariessociety.org.uk

Finally, even if you have had your complaint considered by the Notaries Society under their Approved Complaints Procedure, you may at the end of that procedure or, after a period of eight weeks from the date of making the complaint to me, make your complaint direct to the Legal Ombudsman if the matter has not been resolved to your satisfaction

Legal Ombudsman

Baskerville House, Centenary Square, Broad Street, Birmingham B1 2nd tel 0300 555 0333

E mail enquiries@leglaombudsman.org.uk

Web site www.legalombudsman.org.uk