

**To whom it may concern**

**[date]**

Dear

**Re: [job details]**

Thank you for instructing us to deal with your notarial work, which will be carried out by myself, Thomas William Rodgers. I am a Notary Public and my office address and contact details are as above. Please feel free to contact me at any time if you have any concerns or queries.

I primarily conduct my work in the home or workplace of my clients and do not usually offer appointments at my office.

**Your Instructions**

**[job details]**

**Prescribed Information and Complaints Handling**

The service provided by me is that of a Notary Public carrying out all permitted notarial activities including, where appropriate, arranging legalisation of documents and sending them to their final destination.

The total price for this transaction, including disbursements, will be **[quote details]**

Payment can be made by debit or credit card, cheque (made payable to TWR Notarial Services Ltd), cash or bank transfer.

Payment of my fee and disbursements is due when the document has been prepared which I may retain pending payment in full.

**Complaints procedure**

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

The Faculty Office

1 The Sanctuary

Westminster

London

SW1P 3JT

Tel: 020 7222 5381

Email: Faculty.office@1thesanctuary.com

Website: www.facultyoffice.org.uk

2. If you are dissatisfied about the service you have received please do not hesitate to contact me.

3. If we are 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 :-

The Secretary of The Notaries Society

PO Box 7655

Milton Keynes

MK11 9NR

Email: secretary@thenotariessociety.org.uk

If you have any difficulty in making a complaint in writing please do not hesitate to call the Notaries Society/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 6 months 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

Tel : 0300 555 0333

Email :  enquiries@legalombudsman.org.uk

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

6. If you decide to make a complaint to the Legal Ombudsman you must refer your matter to the Legal Ombudsman :-

• Within six months of receiving a final response to your complaint and

• Six years from the date of act/omission; or

• Three years from when you should reasonably have known there was cause for complaint (only if the act or omission took place more than six years ago)

The act or omission, or when you should have reasonably known there was cause for complaint, must have been after 5th October 2010.

\*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 Function of the Notary**

It can be useful at this stage of a job to set out what a Notary Public is and what their duties and responsibilities are when carrying out notarial work:

The function of a Notary Public in England and Wales is to provide the primary link in the chain of the authentication of documents facts and events that are required to be effective in other jurisdictions. The notary’s authority to do so rests on the recognition of his or her authority derived from the state as a public officer, his or her membership of an independent legal profession duly educated, qualified and regulated, and on his or her production of notarial acts in the form required by the jurisdiction in which they are to be presented. He may exercise his or her responsibilities in a country whose legal system is the common law, but his or her functions as a notary are concerned with the needs of those who appear before him wherever in the world their transactions are to take effect.

Kind regards,

Tom Rodgers

**Notary Public**

**TWR Notarial Services Ltd**