

Our Notarial Services

Pricing Information

The fees for notarial services are calculated on an hourly rate of £300 per hour plus VAT. Due to the extensive experience of our Notaries, it is often possible to offer a fixed fee for the work being undertaken.

When you instruct a Notary you will receive a Client Care letter setting out the estimate of costs, the procedure that will be followed, and how to make a complaint should you not be satisfied by the services we have provided.

Regulatory Information

Our Notaries are regulated through 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

Website: www.facultyoffice.org.uk

Complaints Information

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.

If you are dissatisfied about the service you have received, please contact the Notary who acted for you in the first instance. If they are unable to resolve the matter then you may complain to the Notaries Society of which all our Notaries are members, 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.

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,

Email: secretary@thenotariessociety.org.uk

Tel: 01604 758908

If you have any difficulty making a complaint in writing, please do not hesitate to call the Notaries Society/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 the Notary that you were dissatisfied, make your complaint to the Legal Ombudsman*, 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

Website: www.legalombudsman.org.uk

If you decide to make a complaint to the Legal Ombudsman you must refer your matter to the Legal Ombudsman within six months from the conclusion of the complaint process.

*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.

Redress Information

Butcher & Barlow carries professional indemnity liability cover which is limited for Notarial Services to £1,000,000 being the minimum level of cover specified by the Master of the Faculties. Any liability to you therefore is limited to £1,000,000 unless you are injured or die as a result of the Notary's negligence, in which case liability is without limit.