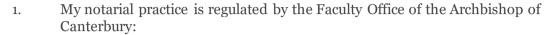
FIONA JANE FLEMING, NOTARY PUBLIC

FJF NOTARY LIMITED

c/o Peters May LLP, 68 Brook Street, London W1K 5DZ The Old Town Hall, 4 Queens Road, London SW19 8YB



COMPLAINTS' PROCEDURE



The Faculty Office

1, The Sanctuary

Westminster

London

SW₁P ₃JT

Telephone 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 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 Christopher Vaughn, Secretary of the Notaries Society, PO Box 7655, Milton Keynes MK11 9NR. Email: secretary@thenotariessociety.org.uk, Telephone: 01908 803527.

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

5. Finally, even if you have your complaint considered under the Complaints' Procedure, you may at the end of that procedure or after a period of eight 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

PO Box 6806

Wolverhampton WV1 9WJ

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: 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 from the conclusion of the complaint process.

