

**CASTELO NOTARIES**

**MEETING INFORMATION FORM**

Obviously, each case is different but usually the Notary will:

⚫ Expect you to make an appointment

⚫ Need you to bring good evidence of identity. Generally this will have to be a current valid passport and something like a Council tax or electricity bill to confirm your address

⚫Need to be satisfied that you understand any document particularly a document which is not in English

⚫Want to see any relevant papers or documents that relate to the matter

It helps a lot if you can send a copy of your document to the notary before your appointment.

**WHAT DOES IT COST?**

There are no set charges although The Notaries Society reminds its members that they should charge a proper fee which is appropriate for the level of service offered and which will enable them to meet the cost of acting properly and in accordance with the Rules made by the Faculty Office and with the demands of good professional practice. For most matters the Notary should be able to tell you his fee in advance. For more complex matters he will tell you how his fee will be assessed – usually based on how long he will have to work on your matter. There may be fees to pay to third parties, such as the Foreign Office or an Embassy.

**HOW LONG WILL IT TAKE?**

If the document is straightforward, already prepared and in the correct form the notary is likely to need to see you for a minimum of 15 – 20 minutes and complete it in half an hour. Obviously it takes longer if the document is not straightforward or he has to draw up the document or make a proper copy.

Many countries want documents to be countersigned by their London Embassies (legalisation) and this will take several days unless you want to take them to the Embassy in person and wait in line. The fees and procedures for this vary widely but the notary should be able to give you a reasonably accurate idea of the time and cost.

*Although we can provide time estimates we cannot be held responsible for delays caused by the foreign office or embassies.*

**AVAILABILITY**

Notaries keep normal office hours. They will, however make arrangements to see you out of hours or out of the office if it is really necessary. This may cost more and take longer. If your local notary is away or unavailable his office should be able to contact another notary for you, but you may have to travel some distance.

**SENDING DOCUMENTS ABROAD?**

We can arrange to this for you either by Royal Mail or via Transnet Couriers who use DHL or FEDEX. Although we can arrange this for you and provide tracking details for you we cannot be held responsible for any failures on their part.

**COMPLAINTS**

Notaries are bound by practice, accounting and other Rules broadly similar to those affecting solicitors. They are fully insured, and their undertakings in conveyancing and all other matters should be accepted without question.

The Notaries Society is a membership organisation for notaries practising in England & Wales and not all notaries are members. The profession is regulated by the Faculty Office of the Archbishop of Canterbury.

Any complaint against a notary should be made to the notary in the first instance.  If the matter cannot be immediately resolved the notary will refer the complaint to The Notaries Society (if he is a member of the Society).  The Notaries Society will deal with the complaint under their Approved Complaints Procedure.  If the notary is not a member of the Society complaint should be made to The Faculty Office direct and they will deal with the matter.

In either case, complaints may also be made to the Legal Ombudsman after a period of eight weeks from the date the compliant was first made.

Complaints to the Notaries Society should be addressed to Christopher Vaughan, Secretary of The Notaries Society, Old Church Chambers, 23 Sandhill Road, St James, Northampton NN5 5LH.  Email: [secretary@thenotariessociety.org.uk](mailto:secretary@thenotariessociety.org.uk)

Complaints to The Faculty Office should be addressed to The Registrar, The Faculty Office 1 The Sanctuary Westminster London SW1P 3JT telephone 020 7222 5381 email:[faculty.office@1Thesanctuary.com](mailto:faculty.office@1Thesanctuary.com)

Complaints to the Legal Ombudsman should be addressed to Legal Ombudsman, PO Box 6806 Wolverhampton WV1 9WJ

Telephone: 0300 555 0333. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)