

**ALICE GRACE TOOP  
NOTARY PUBLIC**

Everdene House, Deansleigh Road, Bournemouth, Dorset, BH7 7DU, England, U.K.  
+44(0)7780812793 / alice@agt-notarypublic.co.uk

**Complaints Information**

Alice is committed to providing a high quality notarial service and dealing with all of her clients fairly.

Alice's notarial services and charges are covered by a formal complaints procedure and if at any time you are dissatisfied with Alice's notarial service or charges, you have a right to make a complaint in accordance with Alice's complaints policy below. Please note that the below complaints information only relates to the services that Alice provides as a Notary Public and do not relate to the services that Alice provides as a solicitor on behalf of Steele Raymond LLP.

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

The Faculty Office

1, The Sanctuary

Westminster

London SW1P 3JT

Telephone 020 7222 5381

Email Faculty.office@1thesanctuary.com

Website [www.facultyoffice.org.uk](http://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

P O Box 1023

Ipswich IP1 9XB

Email [secretary@thenotariessociety.org.uk](mailto:secretary@thenotariessociety.org.uk)

If you have any difficulty in making a complaint in writing please do not hesitate to contact 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 8 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 :

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Legal Ombudsman

P O Box 6806

Wolverhampton WV1 9WJ

Tel : 0300 555 0333

Email : [enquiries@legalombudsman.org.uk](mailto: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 one year from the act/omission or within one year from when you should reasonably have known there was cause for complaint.