

## Complaints Process

(Effective 13 September 2023)

### 1. Background

- 1.1. Dawn Stallwood is a Notary Public ('the Notary') practising in England & Wales through her company, Company Notary Ltd ('CNL').
- 1.2. CNL has two divisions or brand identities:
  - 1.2.1. **Company Notary**: a mobile notary service for businesses, companies and organisations, their executives and management teams, and stakeholders.
  - 1.2.2. **Family Office Notary**: delivering a highly personalised and agile service to families who require a service of distinction, where professionalism and discretion is assured. We work with individuals, couples, and families, together with their EA/PAs, family and investment offices, trust companies, asset and wealth management firms, property, legal, tax and accounting advisors.
- 1.3. CNL, through Dawn, and via engaging the consultancy services of Iain MacLeod and other independent notaries, perform notarial acts for CNL and Floodlight clients (**CNL Notaries**). The notarial acts of CNL Notaries are covered under the insurance arrangements for CNL.
- 1.4. CNL (and CNL Notaries) also perform notarial acts directly to clients of CNL, but also as a contractor to Floodlight Business Limited (**Floodlight**). Floodlight provides an international documents service for its business, organisation and clients and their executives as part of its integrity platform.
- 1.5. Floodlight supports CNL (and CNL Notaries) with billing, practice management, legalisation and administration requirements.
- 1.6. This complaints notice applies to all notarial services undertaken by CNL (and CNL Notaries), whether the client engages directly with CNL or through Floodlight.

### 2. Complaints

- 2.1. If you are dissatisfied with the service provided, please raise this with the CNL Notary.
- 2.2. If you remain dissatisfied, please contact **Dawn Stallwood as the managing director of CNL (dawn@companynotary.com)**.
- 2.3. If Dawn is unable to resolve the issue, please contact The Notaries Society of England and Wales who have a Complaints Procedure which is approved by the Faculty Office.
  - 2.3.1. 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: Secretary of **The Notaries Society, Old Church Chambers, 23 Sandhills Road, St James, Northampton NN5 5LH Email: secretary@thenotariessociety.org.uk Tel: 01604 758908**
  - 2.3.2. **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.**
- 2.4. Finally, even if you have your complaint 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 the Notary 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 Emails: enquiries@legalombudsman.org.uk [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)**
- 2.5. 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.
- 2.6. \*Please note that certain 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.