

NOTARY PUBLIC

ISABEL FIGUEIREDO

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SERVICES

The services of a Notary Public are crucial to international matters, be it legal or personal. A notary public carries out a vast range of permitted notarial activities, for example, certification of documents such as passports, academic certificates, and other legal documents. We also undertake attestation of execution of documents for use overseas; for example Powers of Attorney, land sale and purchase documents, Affidavits, and Petitions. Where appropriate and if required, we also arrange legalisation of the documents at the Foreign and Commonwealth Office ("Apostille"). When legalisation is required, the documents are sent using the Post Office tracking service and then documents are couriered back to the notary or the receiving jurisdiction. The time taken for legalisation varies depending on where the documents are sent and what backlog the Foreign and Commonwealth Office has.

REGULATIONS

The notary 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: Website:www.facultyoffice.org.uk

INDEMNITY INSURANCE

This practice is covered by a policy of professional indemnity insurance.

HOW TO MAKE A COMPLAINT

If at any time you are dissatisfied with the service you have received, please contact Isabel Figueiredo in the first instance. If she is unable to resolve the matter, you may then complain to the Notary Society, which has a complaints procedure that is approved by the Faculty Office. The procedure is free to use and is designed to provide a quick resolution to any dispute. Full details of the complaint can be sent as follows:

The Secretary of the Notaries Society,
Old Church Chambers,
23 Sandhill Road,
St James,
Northampton NN5 5LH,

Email: secretary@thenotariessociety.org.uk
Telephone: 01604 75890

Please note, if you do not want to make the complaint in writing, you can contact the Notaries Society or the Faculty Office for assistance. If you are not happy with the results even 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 that you first notified me that you were dissatisfied, make your complaint to the Legal Ombudsman. The Legal Ombudsman's details are as follows:

Tel: 0300 555 0333 **Email:** enquiries@legalombudsman.org.uk: **Website:** www.legalombudsman.org.uk

You have six months from the conclusion of the complaint process to make a complaint to the Legal Ombudsman.

FEES

Our standard hourly rate is £240.00 per hour. Any documents that need to be prepared by Goughs are charged at our hourly rate. However, if you provide the document and merely require Goughs to notarise the document, then the fees will be as follows:

No. of Notarial Acts/Documents	£ Fees Payable
1	95
2	175
3	220
4	250

Anything over 4 documents will be charged at an hourly rate. Duplicate documents will incur an additional fee of £20.00 each. If you require us to send the documents out to the Foreign and Commonwealth Office for you, there is an additional fee of £25.00. The FCO's fees are £30.00 per document plus postage. The postage is as follows:

UK (including British Forces and Post Office) £5.50 per 1.5kg

European countries (not including Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Liechtenstein, Kazakhstan, Moldova, Montenegro, North Macedonia, Russia, Serbia, Turkey and Ukraine) £14.50 per 1.5kg

Rest of the world £25.00 per 1.5kg

Goughs do not offer premium same-day business service for legalisation as we are not a registered business for that service. Where no notarisation is required, however legalisation is, Goughs charges an administrative charge of £35.00.

VAT is not payable

