

Introduction

This guide describes how to file a complaint against a Texas Notary Public.

NOTE:

- An SOS Portal account is required to complete the steps in this guide. See our "<u>SOS Portal</u> <u>Account Setup and User Access Guide</u>" to create your account and sign-in to the system before beginning these steps.
- If your complaint is about a notarized document, you must upload a copy of the document to the SOS Portal to start the complaint.
- To complete the complaint, you will need to upload a notarized form that explains your allegation(s). You will get this form during the complaint process. <u>This form must be notarized</u> and uploaded to the portal as part of your complaint.

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On-Screen Tips

- Within the SOS Notary Portal, helpful tooltips are available to provide helpful information. Look for the *symbol* and hover your cursor over it to show more details related to the specific field.
- To move from one screen to the next, click the **NEXT** button at the bottom of the screen.
- To go back to the previous screen, click the BACK button at the bottom of the screen.
- To cancel a task, click the ______ button at the bottom of the screen.

File a Complaint Against a Notary Public

- 1. To file a complaint against a Texas Notary Public, follow the 3 required steps below. Provide contact information for the notary, complainant, and any witnesses.
- 2. Pick the allegation(s) related to your complaint and upload any supporting documents.
- 3. Submit a notarized form with the details of your complaint.

NOTE:

• See our "SOS Portal Account Setup and User Access Guide" to create your SOS Portal account and sign-in before beginning this process.

Provide Contact Information

1. After logging into your SOS Portal account, select the Notary Complaints tile on the dashboard to begin.

\star			Texas Secretary of State Porta	- 🍺
	MEA	This	portal allows you to file and search online with the Office of the Texas Secretary of Please select a tile below to start the appropriate application.	State.
	• Website enhancements underway! We are under	ergoing a modernization effort to enhance your experience.	. Read more about our modernization effort.	
	Updated			
	Trademark/Service Mark Application	Registrations	Search & Order Records	
	New!	Coming Soon	Coming Soon	
	My Payments	Rules and Meetings	Notary	
	Coming Soon	New!		
	itotaly complaints	chinorin commercial code		

2. Select Manage Complaints under the Complaints section in the left menu.

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3. Click the **+File Complaint** button to begin filing a new complaint.

\star				Notary 🗸 🥵
Commission	Manage Complaints	i .		
My Information	Previous Complaints			
My Submissions	Q Search Complaints	SEARCH	4	₹- 2
My Commission History	+ FILE NEW COMPLAINT			
Notary Self Service		Shahara -		
Apply or Renew Commission	NCF ID 24-0160	Pending 2304 Part 2		🕤 Withdraw Complaint
Apply for Online Commission	24-0161	Pending Review		S Withdraw Complaint
Manage Commission				
Complaints				
Manage Complaints				
Pending Complaints				
Revocation				
Manage Revocations				
Information Requests				
Request Information				
Make Payment				

If you have filed previous complaints, they will be listed on this page with their status. You can

use the Search	Q Search Notaries	SEARCH	or Eiltor	₹-	ontions on the screen to
use the search			or Filter		options on the screen to
locate a previou	isly filed complaint.				

4. Carefully read the 5 statements on the screen and **enter your initials** next to each statement and click **Next.**

\star		Notary - KS
Notary > Complaints File a Con	nplaint	
Statements	Statements	
Notary Public Information	Initial	I understand the Office of the Secretary of State (Office) does not represent me and cannot seek restitution for any monetary damages, determine the validity of a document in question, or press civil or criminal charges.
Complainant Information	Initial	I understand that the Office can only impart disciplinary action regarding a notary's commission in the form of an educational action, suspension, or a revocation.
Witness to the Notarization	Initial	I understand that an investigation can take 3-6 months to complete, and that the time frame for completion depends on the responsiveness of the parties involved in the investigation.
Allegation Information	Initial	I understand that the Office is unable to consider handwriting analysis as evidence for the complaint.
Notarized Form	iniuai	complaint.
CANCEL		NEXT

5. On the **Notary Public Information** page, enter the required fields marked with an (*), and click **Next.**



Notary > Complaints File a Complaint

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1	Nature Ballis Information			
Statements Notary Public Information Complainant Information	Notary Public Information You are submitting a complaint to the Office of the Secretary of S merits of the complaint and begin an investigation. If your comple you will be provided a form to provide the details of your allegati Sren 1: Provide the persessary contrart information for the potence	tate (Office) against a commissioned notary public. You will need aint is specific to a notarized document, you must upload a copy o n(s), You must get this form notarized and upload it to this porta complainant and any witnesses	to properly complete step of the document to this po I to formally submit your	as 1-4 in order for the Office to review the ortal. To complete this complaint process, complaint.
Witness to the Notarization	Step 2: Select the appropriate allegations that relate to your com Identifying Information	olaint, or select "Other"		
U U	Notary ID	Name *	Commission Expiration	on Date
Notarized Form			mm/dd/yyyy 🛱	Ê.
	Address Street City Employer/Business Address Street	State Select State	Zip	Suite or Apt
		6		
	city	State	Ζιр	
		Select State	•	
CANCEL BACK				NEXT

6. On the **Complainant Information** page, enter the required fields marked with an (*), and click **Next.**

*				Notary -	К
File a Cor	mplaint				
Statements	Complainant Information				
Notary Public Information Complainant Information Witness to the Notarization	You are submitting a complaint to the Office of the Secretary of State (Office) against a commissioned notary public. You investigation. If your complaint is specific an ontarized document, you must upbade a copy of the document to this por get this form notarized and upbade it to this portal to formily slumit your complaint. Step 1: Provide the necessary contact information for the notary, complaint, and any witnesses Step 2: Select the appropriate allegations that relate to your complaint, or select "Other" Contact. Information	u will need to properly complete steps 1-4 in order for the Offi Tal. To complete this complaint process, you will be provided a	ice to review the merits of the complaint ar a form to provide the details of your allega	nd begin an tion(s). You mus	st
Allegation Information	Name *	Phone *			
Notarized Form	Kim Steg				
	Email 🚱 *	Confirm Email			
	Address				
	Street		Suite or Apt		
	City	State	Zip		
		Select State			
				_	
CANCEL BACK				N	4EXT

7. If it applies, enter any Witness(es) to the notarization and click Next.

Notary -

٢				Notary -				
Statements	Witnesses to the Notarization or Signing							
Notary Public Information	You are submitting a complaint to the Office of the Secretary of State (Office) against a commissioned notary public. You will need to properly complete steps 1-4 in order for the Office to review the ments of the complaint and begin an investigation. If your complaint is specific to a notarized document, you must upload a copy of the document to this portal. To complete this complaint process, you will be provided a form to provide the details of your allegation(s). You must get this form notarized and upload it to this portal. To complete this complaint process, you will be provided a form to provide the details of your allegation(s). You must get this form notarized and upload it to this portal to formally upmit your complaint.							
Complainant Information	summi your complaint.							
Witness to the Notarization	Step 1: Provide the necessary contact information for the hotary, complain Step 2: Select the appropriate allegations that relate to your complaint, or s	ant, and any witnesses select "Other"						
Allegation Information	Contact Information - Witness 1	Phone						
Notarized Form								
	Email 😧	Confirm Email						
	Address - Witness 1							
	Street		Suite or	Apt				
c								
	City	State	Zip					
		>DEL 3/0/C	•					
	Contact Information - Witness 2							
	Name	Phone						
	Email 🚱	Confirm Email						
	Address - Witness 2							
	Street		Suite or	Apt				
	City	State	Zip					
		Select State	•					
NCEL BACK								

Provide Allegation Information

- 8. On the Allegation Information page:
 - Click the calendar logo and select the date of the incident for Date of Alleged Improper Act(s).
 - Under Allegations, select all boxes applicable to the complaint.
 - If the complaint <u>does not</u> involve a signed notarization, click the checkbox under **Documents**, and click **Next**.
 - If the complaint <u>does</u> involve a signed notarization, upload a copy of the Notarized and Supporting documents by clicking Upload and locating the file on your computer, or drag/drop the file to the space provided.

Click Next to continue.



*			Notary 🗸 🤘
Statements Notary Public Information Complainant Information Witness to the Notarization Allegation Information Notarized Form	Allegation Information You are submitting a complaint to the Office of the Secretary of the merits of the complaint and begin an investigation. If your process, you will be provided a form to provide the details of you step 1: Provide the necessary contact information for the notary step 2: Select the appropriate allegations that relate to your cor Date of Alleged Improper Act(s)* mm/dd/yyyy Allegation(s)* I have personal knowledge that the notary executed a notari I did not appear before the notary for the notarization. I did not appear before the notary for the notarization. I did not personally sign the notarized document. The notary public failed to complete a notarial certificate. The notary failed to identify me when performing a notarizat The notary is advertising as a "notario" or "notario publico". I was overcharged for a notarial act. I requested copies of a notary's record book directly from the I requested copies of a notary record book, but they respond Other Documents This complaint does not involve a signed notarization.	tate (Office) against a commissioned notary public. You mplaint is specific to a notarized document, you must up allegation(s). You must get this form notarized and upl complainant, and any witnesses solaint, or select "Other" certificate that included a false statement. n. hotary and my request was NOT responded to. d they no longer had their record book.	will need to properly complete steps 1-4 in order for the Office to review oload a copy of the document to this portal. To complete this complaint load it to this portal to formally submit your complaint.
	Notarized Document(s) *	Supporting Docume	ent(s)
	UPLOAD C Drop files here		files here
CANCEL BACK			NEXT

- To save what you have input so far and finish it later, click the **Save** button to save your progress.
- To pick up where you left off, find your complaint under the Manage Complaints menu on your account dashboard.

\star			Notary - KS
Commission	Manage Complai	nts	
My Information	Previous Complaints		
My Submissions	Q Search Complaints	SEARCH	▼ - <i>2</i>
My Commission History	+ FILE NEW COMPLAINT		
Notary Self Service	NCF ID	Status	
Apply or Renew Commission	24-0160	Pending 2304 Part 2	S Withdraw Complaint
Apply for Online Commission	24-0161	Pending Review	🖒 Withdraw Complaint
Manage Commission			
Complaints			
Manage Complaints			
Pending Complaints			
Revocation			
Manage Revocations			
Information Requests			
Request Information			
Make Payment			

- Click on the **NCF ID** to view the complaint details.
- Click the **Continue Complaint** button in the upper right corner.

*				Notary + 📧
NCF 24-016	0			CONTINUE COMPLAINT WITHDRAW COMPLAINT
Summary Progress	Documents			
Status	Pending 2304 Part 2	Submission Date	-	
Substatus		Opened Date	-	
Investigator		Deadline	-	
		Notarized Document Type(s)	-	
		Created By	Kim Steg	
		Created On	11/4/2024 7:38 AM CST	
Notary Inform	ation			
Notary ID	918	Legal	No	
Name	ernest1 Test	Representation		
Commission Expiration	10/1/2024			
Previously	No			

Submit Notarized Form of Allegation Details

9. On the **Notarized Form** page, click the **"download the following form"** hyperlink at the top of the page to download the required form. The form must be printed, signed, and notarized. Once completed, you'll need the form to finish submitting your complaint.

Click **Upload** and select the notarized form from your computer or drag/drop the form into the space provided.

*	Notary +	ks
Notary > Complaints File a Cor	nplaint	
Statements	Notarized Form	
Notary Public Information	Step 3: Please download the following form to input the details regarding the allegations against the notary at issue. Once completed, you will need to print the form and get it properly notarized or to stand and select "Submit".	
Complainant Information		
Witness to the Notarization	Once the notarized form is uploaded, the Office will review all information provided and inform you of its next steps. Notarized Form *	
Allegation Information	UPLOAD 🖳 Drop file here	
Notarized Form		
CANCEL BACK	SUBMIT	

10. Click **Submit.** Your complaint has been submitted to our office. You should receive an email from us confirming your submission.

Check Status or Withdraw a Complaint

You can check the status of your complaint by logging into the SOS Portal and clicking **Manage Complaints** from the notary menu. Your submitted complaints will be shown on the page with their status.



*			Notary + 🤘
Welcome, Kim Steg			
Commission	Manage Complaints		
My Information	Previous Complaints		
My Submissions	Q Search Complaints	SEARCH	τ- Θ
My Commission History	+ FILE NEW COMPLAINT		
Notary Self Service	NCEID	Chabur	
Apply or Renew Commission	24-0160	Pending 2304 Part 2	S Withdraw Complaint
Apply for Online Commission	24-0161	Pending Review	S Withdraw Complaint
Manage Commission			
Complaints			
Manage Complaints			
Pending Complaints			
Revocation			
Manage Revocations			
Information Requests			
Request Information			
Make Payment			

1. You can use the Search screen to locate a previously filed complaint.

Q Search Notaries

2. If you wish to withdraw a submitted complaint, click the **Withdraw Complaint** button next to the right of the listed complaint.

SEARCH

or Filter options on the

3. Enter a comment in the box explaining why you want to withdraw and click **Yes** to confirm you want to withdraw the complaint.

Are you sure you want to withdraw? This action cannot be undone.			
	11.		
ΝΟ	YES		