



## 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 [“SOS Portal Account Setup and User Access Guide”](#) 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. This form must be notarized 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  button at the bottom of the screen.
- To go back to the previous screen, click the  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

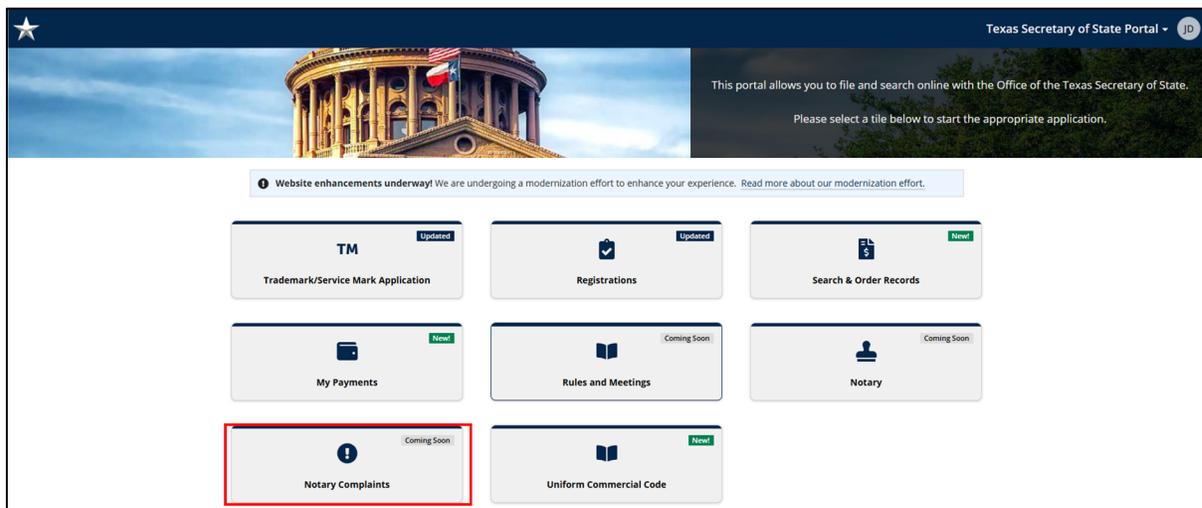
1. To file a complaint against a Texas Notary Public, follow the 3 required steps below. Provide contact information for the notary, complainant, and any witnesses.
2. Pick the allegation(s) related to your complaint and upload any supporting documents.
3. Submit a notarized form with the details of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



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



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

If you have filed previous complaints, they will be listed on this page with their status. You can use the Search  or Filter  options on the screen to locate a previously filed complaint.

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

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



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

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



## 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 does not involve a signed notarization, click the checkbox under **Documents**, and click **Next**.
- If the complaint does 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.



**Allegation 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 merits 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 formally submit your complaint.

Step 1: Provide the necessary contact information for the notary, complainant, and any witnesses  
 Step 2: Select the appropriate allegations that relate to your complaint, or select "Other"

**Date of Alleged Improper Act(s) \***

mm/dd/yyyy

**Allegation(s) \***

- I have personal knowledge that the notary executed a notarial certificate that included a false statement.
- 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 notarized their own signature.
- The notary failed to identify me when performing a notarization.
- 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 notary and my request was NOT responded to.
- I requested copies of a notary record book, but they responded they no longer had their record book.
- Other

**Documents**

This complaint does not involve a signed notarization.

**Notarized Document(s) \***      **Supporting Document(s)**

UPLOAD Drop files here      UPLOAD Drop files here

CANCEL    BACK      NEXT    **SAVE**

- 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.

**Manage Complaints**

Previous Complaints

Search Complaints      SEARCH

+ FILE NEW COMPLAINT

NCF ID	Status	
24-0160	Pending 2304 Part 2	Withdraw Complaint
24-0161	Pending Review	Withdraw Complaint

Commission

- My Information
- My Submissions
- My Commission History

**Notary Self Service**

- Apply or Renew Commission
- Apply for Online Commission
- 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.



## 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.

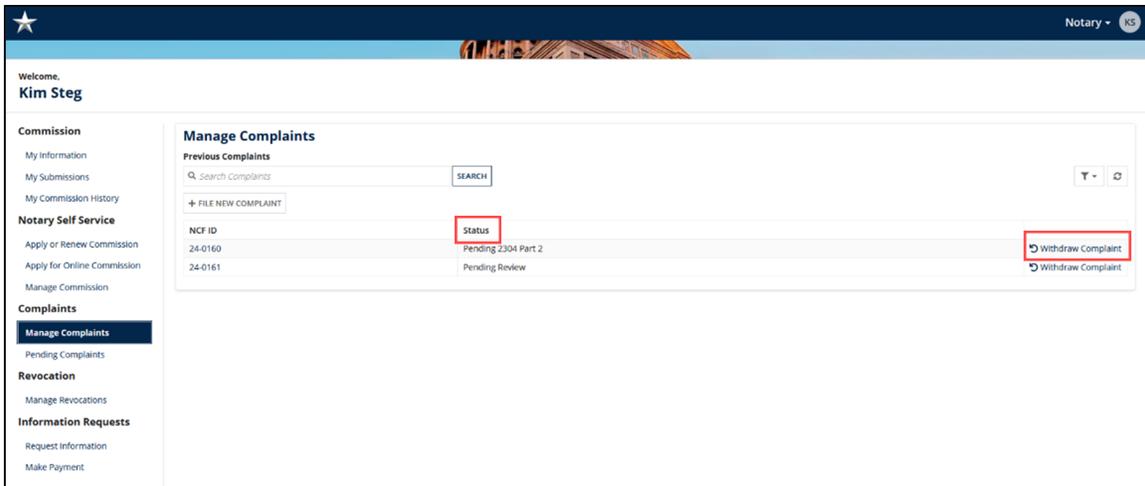
Click **Upload** and select the notarized form from your computer or drag/drop the form into the space provided.

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.





1. You can use the Search  SEARCH or Filter  options on the screen to locate a previously filed complaint.
2. If you wish to withdraw a submitted complaint, click the **Withdraw Complaint** button next to the right of the listed complaint.
3. Enter a comment in the box explaining why you want to withdraw and click **Yes** to confirm you want to withdraw the complaint.

