

To: All Members, warehouse companies and their London agents and other interested parties

Ref: 19/379

Classification: General updates General

Date: 22 November 2019

Subject: **LME COMPLAINTS COMMISSIONER**

Summary

1. This Notice confirms that the LME has reappointed Mrs Rosalind Wright CB QC as the LME Complaints Commissioner for a further three year term with effect from 1 December 2019.

Background - Role of LME Complaints Commissioner

2. The LME's revised and updated Complaints Procedure was published in Notice 19/347 dated 1 November 2019 and took effect on 15 November 2019. Pursuant to paragraph 25 of the Complaints Procedure, certain types of formal complaint are capable of referral to the independent Complaints Commissioner, where the complainant is dissatisfied with the LME's investigation of the complaint or with the outcome of the investigation.
3. In addition, pursuant to Schedule 7 (*Policy on Complaints and Raising Concerns*) of the LBMA Platinum and LBMA Palladium Prices Regulations, complaints about the calculation process for the LPP prices are capable of referral to the independent Complaints Commissioner, where the complainant is dissatisfied with the investigation of the complaint or with the reported outcome of the investigation.
4. More detail is set out in the LME Complaints Procedure and the LBMA Platinum and LBMA Palladium Prices Regulations (as applicable).

Tom Hine
General Counsel, LME Group

cc: Board directors