

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

Ref: 23/067

Classification: General updates

Date: 27 April 2023

Subject: **LME COMPLAINTS COMMISSIONER**

Summary

1. This Notice confirms that the LME has reappointed Mrs Rosalind Wright CB KC as the LME Complaints Commissioner for a further three year term with effect from 1 May 2023.

Background - Role of LME Complaints Commissioner

2. Pursuant to paragraph 25 of the LME 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. Further detail on lodging complaints is set out in the LME Complaints Procedure and the LBMA Platinum and LBMA Palladium Prices Regulations (as applicable).

Kishan Chandarana
Head of Legal, LME

cc: Board directors