To:	All members, warehouse companies and their London agents and other interested parties	
Ref:	26/124	
Classification:	General Updates	General
Date:	05 May 2026	
Subject:	LME Complaints Commissioner	

Summary

1. This Notice confirms that the LME has appointed Mr David Hopkins as the LME Complaints Commissioner for a three-year term with effect from 1 May 2026.

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).

Susan Small
General Counsel and Head of Enforcement, LME Group
cc: Board directors