



Complaints procedure - LBN

Who is this for?

It is technically possible to remove members from the London Brokerage Network (LBN) and we have a complaints procedure to this end. This complaints procedure should be in addition to a broker's own individual complaints procedure that a client may use with them. The possibility to complain to the LBN should be advertised in any member's literature.

Please note that the LBN seeks to be as supportive and inclusive as possible and taking formal action to remove membership is seen to be a last resort.

Retracting membership

The London Brokerage Network has the right to suspend or expel a member who through their behaviour or actions brings the LBN into disrepute. Membership is as inclusive as possible, but on rare occasions it may be necessary to suspend someone's membership pending an investigation. Although expulsion should be very rare, it could be for reasons such as:

- a) Consistently acting outside of the code of practice
- b) Acting illegally
- c) Failing to meet the membership criteria
- d) Being barred from working with children or vulnerable adults
- e) Being found to have falsified details on the membership form

However, this list is not comprehensive.

Any member who has been suspended or expelled from the Network must cease to use any associated materials and logos and must immediately cease to advertise themselves as being a member. Their log-in to the website will also be suspended.

Procedure

- a) Complaints should be made in writing to the LBN facilitator, who will respond within 7 working days.
- b) The facilitator will investigate the complaint as far as is possible
- c) Depending on the nature of the complaint, the facilitator may suspend membership immediately (e.g. allegations of abuse)
- d) The facilitator will write to both parties with the outcome of any investigation and may make recommendations
- e) A very serious complaint may warrant expulsion from the Network
- f) Should a member wish to appeal against expulsion, they must do so in writing within 2 weeks of receiving a decision. The facilitator will then seek to put



together a panel of 2-3 volunteers from within the Network to hear the appeal.
Their decision will be final.