

CIRCULAR



30 - 32 Grosvenor Street

Sydney NSW 2000

Australia

Telephone +61 (0)2
9256 0555

Facsimile +61 (0)2 9256
0666

**To: Associate Members (Dealing)
Floor Members
Local Members**

No: 305/99

Member Complaints Procedures

Members are referred to Article 38.3 which provides for the Compliance and Surveillance division to conduct investigations as it sees fit of any allegations by a Member or any other person which it considers to warrant investigation.

Compliance and Surveillance staff receive complaints from traders and advisors regarding allegations of breaches of the Exchange's Business Rules, specifically in relation to trading matters. As the majority of these complaints are verbal, we consider it appropriate to remind Members of the procedures which should be followed.

The objective of our procedures is to ensure that the resources of the Compliance and Surveillance division are not consumed dealing with trivial or vexatious complaints, or those resulting from a heated reaction rather than following careful consideration of the circumstances.

The following guidelines are to be observed in relation to complaint procedures:

- (i) All complaints are to be in writing, detailing all information relevant to the complaint and should be lodged with the Exchange via mail, facsimile (9256 0468), or E-mail (bhill@sfe.com.au);
- (ii) Where a verbal complaint is received, and Exchange staff consider the matter sufficiently urgent and serious, Exchange staff will commence investigative inquiries. Such verbal complaint must also be documented in writing detailing all information relevant to the complaint;
- (iii) The Exchange staff will acknowledge receipt of the complaint in writing; and
- (iv) Upon completion of the investigation of the complaint, the complainant will be notified of the results of the investigation subject to any confidentiality restrictions.

**Bronwyn Hill
Manager; Surveillance**

05/11/99

**SYDNEY FUTURES EXCHANGE LIMITED
ACN 000 299 392**

Address all correspondence to PO Box N680 Grosvenor Place Sydney NSW 2000 Australia