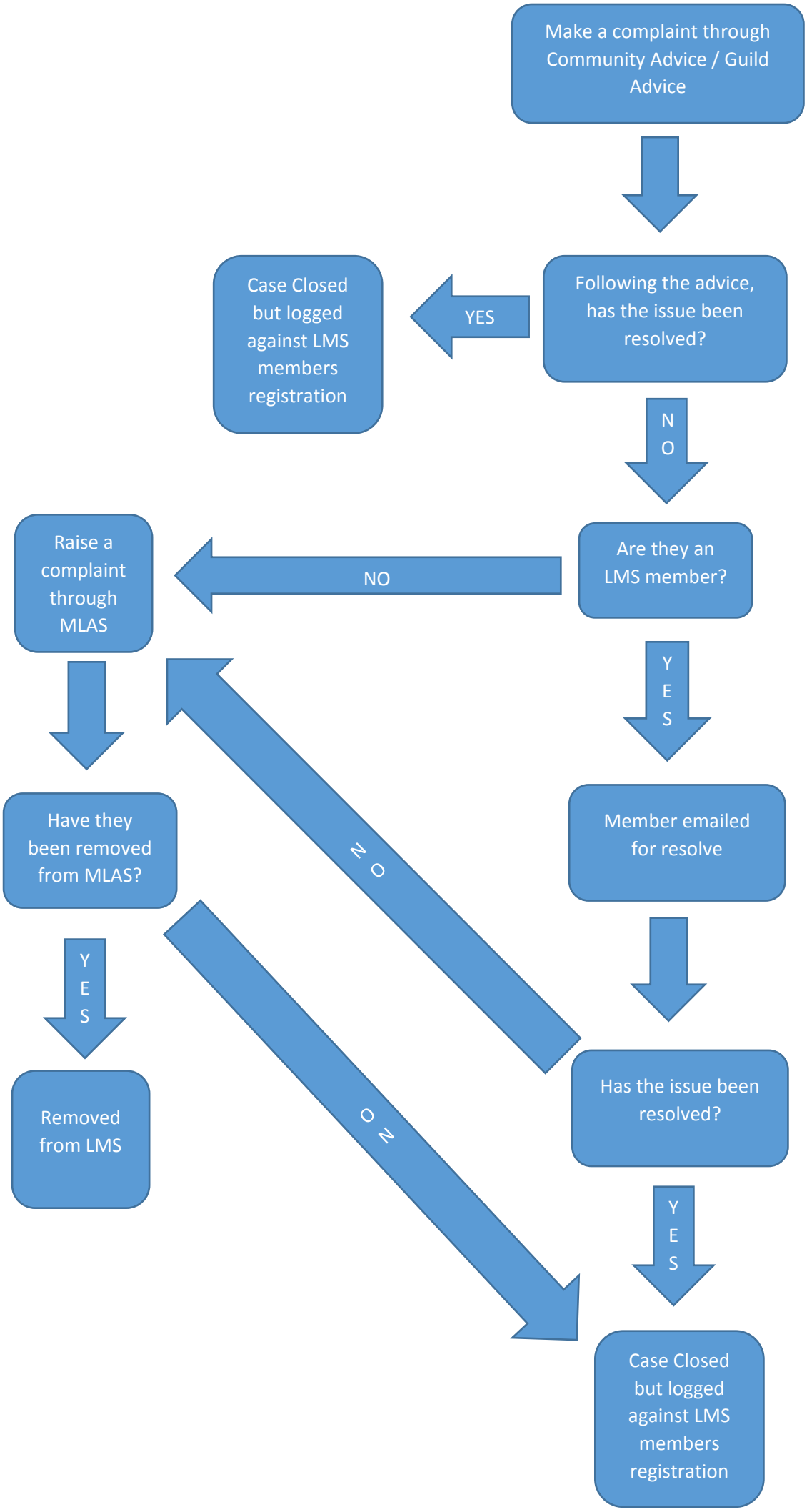
Make a complaint through Community Advice / Guild Advice
Following the advice, has the issue been resolved?
YES
Case Closed but logged against LMS members registration
N O
Are they an LMS member?
NO
Raise a complaint through MLAS
Y E S
Member emailed for resolve
Has the issue been resolved?
N O
Y E S
Case Closed but logged against LMS members registration
Have they been removed from MLAS?
N O
Y E S
Removed from LMS