

COMPLAINTS PROCEDURE



**APRA
AMCOS**

General Enquiries (02) 9935 7900 apra@apra.com.au www.apraamcos.com.au

Australasian Performing Right Association (APRA) is an association administering the rights of the world's composers, songwriters and publishers in Australia and New Zealand.

Established in 1926, APRA represents more than 89,000 Australasian writers and publishers through direct membership, and many more throughout the world under reciprocal, bilateral contracts.

Australasian Mechanical Copyright Owners Society (**AMCOS**) represents virtually all music publishers in Australia and New Zealand and, by way of reciprocal arrangements, the majority of the world's music publishers, as well as a large number of composers and writers.

While APRA and AMCOS remain independent companies (each with their own Board of Directors), since July 1997, APRA has managed the operations of AMCOS and the organisations' staff and offices have been amalgamated.

APRA AMCOS is committed to improving business awareness of music copyright. APRA AMCOS is also committed to providing excellent service to all members and licensees.

With approximately 142,000 businesses licensed and 89,000 individual and publisher members throughout Australia and New Zealand, it is crucial that APRA AMCOS have systems in place to ensure that it provides the best service possible at all times.

There will however be times when people that we deal with may have cause or wish to make some comment on some aspect of the conduct or operation of APRA AMCOS.

APRA AMCOS has developed a Complaints Handling Policy and Procedure that will ensure that any complaints received by APRA AMCOS are handled in an efficient, transparent and fair manner.

HOW TO MAKE A COMPLAINT

If you have a complaint about any aspect of the APRA AMCOS business or operations, you should make your complaint **in writing**. Because each area of our business and the interests of our clients are specialized, you should address the complaint as follows:

APRA AMCOS Members Head of Member Services

APRA Licensees Head of Revenue

AMCOS Licensees Head of Revenue

at 16 Mountain St, Ultimo NSW 2007

Or via email to **Complaints Officer at APRA AMCOS** complaints@apra.com.au

If you do not know who to address the complaint to, or if the complaint is of a general nature, address it to the Complaints Officer, at the above address.

Your name and relevant contact details must be provided.

APRA AMCOS will not investigate anonymous complaints.

WHO CAN MAKE A COMPLAINT?

Any person or organization that has dealings with APRA AMCOS can make a complaint, including members, licensees, and people wishing or eligible to be members or licensees.

ASSISTANCE IN FORMULATING A COMPLAINT

If you require some assistance in either formulating your complaint or identifying who the complaint should be addressed to, please email or write to the Complaints Officer at APRA AMCOS.

Your complaint must include:

- your name and contact details, and/or the name and contact details of your organisation
- the nature of the practice complained of. Areas of possible complaint may include, for example: eligibility for membership to APRA AMCOS, our distribution policies, the terms of our licences, the amount of the fees payable under any of our licences, the standard of services we provide, the conduct of any of our employees, or the transparency of our operations
- the reason for your complaint

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- the outcome you hope to achieve
- any material that supports your complaint

DEALING WITH COMPLAINTS

- We will acknowledge receiving the complaint within 7 days of receiving it
- If the complaint involves another person, we will forward the complaint and any supporting material to that person for comment
- We will respond to the complaint in writing within 14 days of acknowledging receipt. However, if the complaint involves another person, we will respond as soon as practicable after receiving that person's comments on the complaint.
- We will maintain a register of all complaints received and the response we have made, and the Complaints Officer will have a copy of that register
- All responses will provide you with the opportunity to take the matter further
- You will have a further 21 days to make any comments on or respond to our response
- If you are not satisfied with the explanation that has been provided, you will have a further 14 days to request that the matter be referred to APRA AMCOS's independent alternative dispute resolution facility, 'Resolution Pathways'. Find out more at apraamcos.com.au/feedback-centre/