

APRA|AMCOS Complaints Procedure

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 50,000 Australasian writers and publishers through direct membership, and nearly 1.66 million writers and publishers 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 70,000 licensees and 50,000 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

Director of Member Services

APRA Licensees

Director of Licensing Services

AMCOS Licensees

Director of Recordings & Online Services

at 16 Mountain St, Ultimo NSW 2007

Or via email to the address below -

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.

Branch Offices

www.apra-amcos.com.au

NSW/ACT	VIC/TAS	QLD	SA	NT	WA	NZ
16 Mountain Street Ultimo NSW 2007 Ph: 61 2 9935 7900 Fax: 61 2 9935 7999 writer@apra.com.au	3 & 5 Sanders Place Richmond VIC 3121 Ph: 61 3 9426 5200 Fax: 61 3 9426 5211 victas@apra.com.au	PO Box 1230 Fortitude Valley QLD 4006 Ph: 61 7 3257 1007 Fax: 61 7 3257 1113 qld@apra.com.au	Suite 29 8-20 O'Connell Street Nth Adelaide SA 5006 Ph: 61 8 8239 2222 Fax: 61 8 8239 0744 sa@apra.com.au	GPO Box 4519 Darwin NT 0801 Ph: 61 8 8941 0988 nt@apra.com.au	Suite 1 12-20 Railway Road Subiaco WA 6008 Ph: 61 8 9382 8299 Fax: 61 8 9382 8224 wa@apra.com.au	Unit 113, 21-23 Edwin St Mt Eden, Auckland Ph: 09 623 2173 Fax: 09 623 2174 nz@apra.com.au

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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
- 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 alternative dispute resolution. The dispute resolution procedure will be Expert Determination.

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