

## Complaints Procedure

We want to hear from you if you are dissatisfied with any activities that IVARO undertakes, or wish to register a complaint with us.

You are eligible to lodge a complaint if:-

- you are one of our members.
- you are one of our existing licensees; or
- you are a copyright user wishing to take an IVARO licence and have contacted us.
- you are a collective management organisation with which we have a representation agreement in place.

### Procedure

You may make a complaint in writing by letter or email. Please provide your name and address (if an individual); or the name and address of your organisation making the complaint and your position within the complainant organisation.

Address your communication to:

Complaints  
IVARO  
63 Patrick Street  
Dun Laoghaire  
Co Dublin

Email address: [complaints@ivaro.ie](mailto:complaints@ivaro.ie)

We will respond to you within 10 working days of receiving the complaint. We may request further information to enable us to consider the complaint. If a complaint is then found to be a legitimate complaint, we will prepare a detailed response within a further 10 working days.

If you remain dissatisfied with our response to your complaint, let us know so that we can refer the matter to our Management Committee who will investigate the matter further. When doing so please include your reasons why you remain dissatisfied. This will be reviewed and responded to in writing within 10 working days giving a reasoned decision in relation to the matter.

At each stage of the complaints procedure, we will investigate the complaint thoroughly and objectively. However, in the event that we are unable to respond within the timescales we will let you know without delay.

If you are not satisfied with the outcome of this complaints procedure, you may still refer your complaint to the Controller of Patents, Designs and Trademarks. The Controller's address is: Government Buildings, Hebron Road, Kilkenny.

Your rights under the Copyright & Related Rights Act 2000 have not been affected by this complaints procedure.

## Our commitments

IVARO will ensure that we:

- comply with the terms of our Constitution, Membership Agreements and any applicable legislation or other relevant legal regulations such as the Collective Rights Management Regulations (Directive 2014/26/EU)
- review and update our offers and strive for continuous improvement in quality, efficiency and cost effectiveness.
- be diligent in the collection and management of rights revenue.
- provide a fair and simple procedure for you to use in order to express dissatisfaction about any aspect of our activities.
- treat all members and rights holders fairly, honestly, reasonably, impartially and courteously.