

COMPLAINTS HANDLING PROCEDURE AND INFORMATION ABOUT AVAILABLE COMPLAINTS OPTIONS AND DISPUTE RESOLUTION MECHANISMS

1. This procedure regulates the right to complain about VISDA; see section 36 of the Danish Act on Collective Management of Copyright and Related Rights (*Lov om kollektiv forvaltning af ophavsret*).
2. The following are considered entities that are entitled to complain:
 - a. Members of VISDA
 - b. Collective management organisations, as defined in section 2(1) of the Act on Collective Management of Copyright and Related Rights ('the Copyright Act'), on behalf of whose members or represented right holders VISDA manages copyrights under sections 24a, 30 or 30a, see section 50(1) or section 38 of the Copyright Act.
 - c. Other right holders on whose behalf VISDA manages copyrights either by virtue of a power of attorney or on the basis of sections 24a, 30 or 30a, see section 50(1) or section 38 of the Copyright Act.
3. The following matters may be the subject of a complaint:
 - a. VISDA's authorisation to manage rights
 - b. Decisions concerning termination or withdrawal of rights
 - c. Terms of membership of VISDA
 - d. VISDA's collection of outstanding amounts due to right holders
 - e. VISDA's deductions and distribution of remuneration to right holders
 - f. Other matters concerning VISDA's copyright management that have significant legal or financial importance for the complainant or right holders represented by the complainant
4. Complaints about matters that do not personally and directly affect the complainant (or the right holders represented by the complainant) will be rejected.
5. Complaints about matters in respect of which more than three years have passed between the making of a decision and VISDA's receipt of the complaint will be rejected. In the case of complaints about collection, distribution or deductions, the three-year period starts to run on the date on which VISDA settled the amount with the right holder.
6. Complaints must be lodged and processed in writing.

7. VISDA initiates the handling of a complaint as swiftly as possible and no later than four weeks after receiving it.
8. VISDA's supervisory body (the board of VISDA), handles complaints. Complaints should be sent to mail@visda.dk or VISDA, Bryggervangen 8, 2100 Copenhagen Ø, Denmark.
9. Persons not entitled to complain under this procedure, including customers and users of art and images, may bring disputes concerning VISDA's payment claims or terms of agreement before the Copyright Licence Tribunal (*Ophavsretslicensnævnet*).
10. Disputes concerning VISDA's copyright management under sections 24a and 30 of the Copyright Act may also be brought before the Copyright Licence Tribunal, regardless of the above provisions of this complaints procedure.