

Opportunities for complaints and alternative dispute resolution

Pursuant to Section 44 number 15 of the Collecting Societies Act (Verwertungsgesellschaftengesetz) 2016, opportunities for complaints and alternative dispute resolution shall be made publicly available on the website.

1

Complaint management

a. Complaints about classifications of works

Pursuant to point 5 e of the rules of distribution of funds, “in cases of doubt on the classification of individual types of work, a committee in which the members of the board of directors are represented shall make a determination. The beneficiaries shall be notified in writing by the committee of any change in the classification of their works within two weeks of any decision. The reasons for the change of classification shall be stated. If the beneficiaries do not agree with the committee’s decision, they may appeal to the supervisory board, which will make the final decision.

b. Other complaints

All beneficiaries, ordinary members and domestic and foreign collecting societies which VdFS is connected to by reciprocal agreements or other contracts, may submit complaints of any kind by email to the following address: office@vdfs.at. These shall be processed effectively and expeditiously and shall be answered in writing. Rejected complaints shall be justified by VdFS (Section 63 of the Collecting Societies Act of 2016).

2 **(Alternative) dispute resolution**

If disputes arise within the scope of the Collecting Societies Act 2016, between VdFS on the one hand, and other collecting societies, user organisations, users, beneficiaries or copyright holders on the other, each party concerned may request mediation by the supervisory authority for collecting societies (<http://verwges-aufsicht.justiz.gv.at>) (Section 64 of the Collecting Societies Act 2016).

3 **Other provisions**

Additional provisions on dispute resolution by the Mediation Committee, on standing rules, on the invocation of the Mediation Committee and on the entry into force and the announcement of standing rules can be found in Sections 65-68 of the Collecting Societies Act 2016 (which can be downloaded at <https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20009532>).

Vienna, June 21st, 2016