

Complaints Handling Procedure

Screenrights has developed a Complaints Handling Procedure to ensure that complaints are handled in an efficient, fair and clear manner.

How do I make a complaint?

If you have a complaint about any aspect of Screenrights' business or operations you should put your complaint to Screenrights in writing.

What information should a complaint contain?

To enable Screenrights to respond efficiently, fairly and clearly to a complaint, a written complaint must clearly state the following:

- the name and address of the person or organisation making the complaint;
- the nature of the practice complained of, which may include matters such as:
 - distribution policies;
 - licence fees;
 - the standard of service provided; or
 - the transparency of Screenrights operations;
- the reason for the complaint;
- the outcome sought by the complainant;
- and should include any supporting material which may assist in dealing with the complaint.

Who can make a complaint?

Any person or organisation who has dealings with Screenrights can make a complaint. This includes members, licensees or other stakeholders. Screenrights will not respond to anonymous complaints.

Can Screenrights assist me in making a complaint?

Yes. Screenrights will provide assistance with formulating and lodging a complaint if required.

Dealing with complaints

The following sets out Screenrights' Complaints Handling Procedure:

- Screenrights will acknowledge receipt of a complaint within **5 business days** of receipt;
- Screenrights will acknowledge receipt of a complaint received between **15 December and 5 January** within **5 business days** from 5 January;
- Screenrights will respond to the complaint within **10 business days** of acknowledging receipt and this response will either be a substantive response or, where the complaint is complex or involves large amounts of information, will confirm a date by which a substantive response will be provided; and
- Screenrights will maintain a register of complaints made and the responses given by Screenrights to those complaints.

What if I am unhappy with Screenrights' response?

Screenrights always endeavours to act fairly and transparently in addressing complaints. If however you are unhappy with the response you have received and wish to take the matter further, you will have a further **21 days** from the receipt of Screenrights' response to request in writing that the matter be dealt with by alternative dispute resolution. In this event the procedure will be expert determination.

Who should complaints be addressed to?

Written complaints should be addressed to:

Member complaints	Member Services Executive
Licensee complaints	Licensing Executive
General complaints	Chief Executive

BY POST

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BY EMAIL

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