



COPYRIGHT AGENCY LIMITED®

# CAL's Complaints Handling Procedure

Updated March 2009



## More information

Copyright Agency Limited  
Level 15, 233 Castlereagh Street,  
Sydney NSW 2000

Tel: 1800 066 844  
Fax: +612 9394 7601

Email: [info@copyright.com.au](mailto:info@copyright.com.au)  
Website: [www.copyright.com.au](http://www.copyright.com.au)

## Why does CAL have a Complaints Handling procedure?

Copyright Agency Limited (CAL) has developed a Complaints Handling procedure to ensure that complaints are handled in a clearly defined and effective manner. This policy represents CAL's commitment to fair and transparent dealings with our licensees and members.

CAL's Complaints Handling procedure complies with the requirements of *Australian Standard 10002:2006, Guidelines for complaints handling in organizations* (the Standard). The procedure is administered in accordance with the Standard, the *Code of Conduct for Copyright Collecting Societies*, as well as general principles of fairness.

## Who can make a complaint?

You are eligible to lodge a complaint if:

- you are a member of CAL i.e. an author, journalist, visual artist, photographer or publisher; or
- a licensee of CAL e.g. a school, university, corporation, TAFE, government department, document delivery service or local council.

## What can be complained about?

Complaints may be made about any aspect of CAL's operations.

## What is the procedure for making a complaint?

There is a set procedure that must be followed when making a complaint.

All complaints must be made in writing and must give the name and address of the person or organisation making the complaint. The complaint must include the following information:

1. What is perceived as the problem? This could include:
  - the distribution of licence fees;
  - CAL's standard of service;
  - CAL's treatment of members or licensees;
  - the transparency of CAL's operations and financial reporting;
  - licence fees;
  - collecting society expenses and other amounts allowed by CAL's Constitution;
  - corporate governance and accountability;
  - a CAL employee;
  - CAL's role in the education and awareness of copyright;
  - CAL's representation of its members; or
  - other issues raised in the *Code of Conduct for Copyright Collecting Societies* not described above.
2. The nature of the practice being complained about; and
3. A simple explanation of the reason(s) for the objection.

CAL will provide any member or licensee with all possible assistance should they wish to formulate and lodge a complaint.



COPYRIGHT AGENCY LIMITED®



## Who should complaints be addressed to?

All complaints must be addressed to:

Complaints Officer  
Copyright Agency Limited  
Level 15, 233 Castlereagh Street  
Sydney NSW 2000

## What happens once a complaint has been lodged?

Once a complaint reaches CAL, our Complaints Officer will acknowledge its receipt within seven working days. During this time the Complaints Officer will make an assessment as to whether the complaint is legitimate or whether it is frivolous, vexatious or an abuse of the complaints procedure.

If a decision is made that the complaint is frivolous, the member or licensee will be notified of this in the acknowledgment letter, and will be provided with an explanation of why this decision has been made.

If a complaint has been found to be legitimate, CAL has a further 21 working days to respond in writing to the complainant. The complainant then has 21 working days to comment on the response.

If further comment is received from the complainant, CAL must then provide a final written response within 14 working days.

## What occurs if a member or licensee is still unsatisfied at the end of this process?

If a member or licensee is unhappy with CAL's final response, they have ten days in which to inform CAL of their intention to avail themselves of CAL's Dispute Resolution procedure.

Information concerning this procedure can be found on the *CAL's Dispute Resolution procedure* information sheet.

For more information concerning CAL's Complaints Handling procedure contact our Complaints Officer on +612 9394 7600 or email [complaints@copyright.com.au](mailto:complaints@copyright.com.au).

## Who is CAL?

Copyright Agency Limited (CAL) is a not-for-profit company set up by Australian authors, journalists, visual artists, photographers and publishers to manage part of their copying and communication rights. CAL is owned by its members, membership is free and members give CAL a non-exclusive licence in respect of their works.

## Code of Conduct

CAL is a signatory to the Code of Conduct for Copyright Collecting Societies (the Code). It is designed to ensure that the rights of all members and licensees are clearly stated, and that the operations of collecting societies are transparent and accessible.

The Code includes requirements for the Complaints Handling and Dispute Resolution procedures that collecting societies must follow. The Code and these procedures are available from CAL's website and on request.

### More information

Copyright Agency Limited  
Level 15, 233 Castlereagh Street,  
Sydney NSW 2000

Tel: 1800 066 844  
Fax: +612 9394 7601

Email: [info@copyright.com.au](mailto:info@copyright.com.au)  
Website: [www.copyright.com.au](http://www.copyright.com.au)