



## Complaints Procedure

### 1. Who can make a complaint?

You are eligible to lodge a complaint if:-

- you are one of our existing licensees; or
- you are a copyright user wishing to take an ICLA licence and have contacted us; or
- you are a copyright user without an ICLA Licence and have been contacted by us.

Please note that complaints about the licence fee we charge, the terms of our licences or about the interpretation of copyright law are outside the scope of this Complaints Procedure and should be referred to the Controller of Patents ...

### 2. What is the procedure for making a complaint?

All complaints must be made in writing (sent by post or as an electronic attachment to an email) and must give:-

- your name and address (if an individual);
- the name and address of your organisation making the complaint and your position within the complainant organisation.

You must indicate the nature of a complaint. The complaint could relate to:

- the timeliness of a response from us;
- the behaviour of our staff in handling a response or in contacting an unlicensed user;
- a lack of clarity in the information on our website about what licences are available, to whom and the amount payable and/or the way in which the amount payable is calculated;
- a failure by us to correct an error.

### 3. Who should complaints be addressed to?

Complaints: Irish Copyright Licensing Agency CLG, 63 Patrick Street, Dun Laoghaire, Co Dublin. For letters sent as electronic attachments to: [complaints @ icla.ie](mailto:complaints@icla.ie)

### 4. What happens once a complaint is lodged?

We will acknowledge receipt of the complaint within 10 working days. During this time we will make an assessment as to whether this complaint is legitimate and falls within the scope of this Complaints Procedure or whether it is frivolous or an abuse of same (in which case you will be

notified of this in an acknowledgement letter together with an explanation of why this decision has been made). 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 20 working days. You will then have a further 20 working days to comment on the response; if you wish you can ask for the decision we have made to be reviewed by a more senior member of our staff. If we receive further comments within this time from you or you wish your complaint to be reviewed by a more senior member of our staff, we will then provide a final written response within a further 15 working days.

If this does not resolve the matter to your satisfaction, you can still refer your complaint to the Controller of Patents, Designs & Trademarks, the civil servant with responsibility for all matters relating to intellectual property, including copyright. Your rights under the Copyright & Related Rights Act, 2000 have not been affected by this complaints procedure.