

COMPLAINTS PROCEDURES AND DISPUTE RESOLUTION IN COPYDAN WRITIG

1. Complaints procedures

1.1. The association's complaints body:

1.1.1 The association's board is the complaints body.

1.2. Complaints from member organisations:

1.2.1 Complaints received must be presented to the complaints body at its next meeting.

1.2.2 Complaints must be submitted and considered in writing.

1.2.3 Once considered by the complaints body, a written reply will be provided to the complaint.

1.2.4 If a complaint is rejected, a reason must be provided for the rejection.

1.2.5 A rejection of a complaint may be brought before an arbitration tribunal not later than 14 days after the rejection.

1.2.6 Complaints against a board decision to terminate a membership or to expel a member must be brought before an arbitration tribunal within 14 days, see Article 19.1 of the Statutes, see Article 23.2.

1.3. Complaints from other collective management organisations:

1.3.1 Complaints received must be presented to the complaints body at its next meeting.

1.3.2 Complaints must be submitted and considered in writing.

1.3.3 Once considered by the complaints body, a written reply will be provided to the complaint.

1.3.4 If a complaint is rejected, a reason must be provided for the rejection.

1.4. Complaints from individual rightsholders:

1.4.1 Complaints must be submitted and considered in writing.

1.4.2 Complaints against Copydan Writing's processing of personal data must be submitted to the following email address: persondata@tekstognode.dk

1.4.3 Complaints against the member associations' management will be referred to the relevant member organisation(s) with a view to being considered by such member organisation(s). When the member organisation has considered the complaint, it will notify the association of the outcome.

1.4.4 Complaints against the member organisations' handling of complaints from individual rightsholders will be presented to the member organisation in question, which will submit a written account of the handling of the complaint in question to the complaints body which will then consider the complaint and the account at its next meeting.

1.4.5 Once considered by the complaints body, a written reply will be provided to complaints under 1.4.2. above.

1.4.6 If a complaint under 1.4.2. above is rejected, a reason must be provided for the rejection.

2. Dispute resolution

2.1. Dispute resolution in case of disagreement on the distribution of remuneration or cover of the association's expenses

2.1.1 Disputes between member organisations will be resolved according to Article 19 (Arbitration) in the Statutes.