



Complaints

A guide to making a complaint about Viscopy

Viscopy strives to ensure all individuals and/or organisations using our services are satisfied with our service. Please inform us if you are disappointed or dissatisfied – we would like to put it right. If you are a member or licensing customer of Viscopy, this policy applies to you.

How to make a complaint

Viscopy accepts complaints in the following ways:

By telephone (02) 9310 2018

By email feedback@viscopy.org.au

In writing Viscopy, 1 Blackfriars Street, Chippendale, NSW 2008

In person If you would like to make your complaint in person, we ask that you telephone to make an appointment to see our Complaints Officer who will be happy to meet you at our premises in Sydney.

If you would like assistance with making your complaint let us know so that we can help you to formulate and submit your complaint.

Who you should complain to

If your complaint is about a particular individual or the service they provide, we suggest that you raise your complaint with him or her in the first instance. All of our staff members are trained in complaints handling and every Viscopy employee is committed to addressing dissatisfaction with any aspect of our service.

If you would prefer, you may raise your complaint with Viscopy's Complaints Officer.

Information we need from you

1. Your name and contact details
2. Description of the problem you experienced (with dates, if possible)
3. How you would like the complaint to be resolved

How we will respond to your complaint

Responding to your complaint as quickly as possible will be our priority. We will:

- Acknowledge receipt of your complaint with 7 working days
- Investigate your complaint thoroughly before making a decision about what we will do to resolve your complaint
- Communicate our response to your complaint within 14 working days
- Inform you if any stage of the process will take longer and the reasons why
- Provide you with a written response to a complaint that is made in writing

What to do if you are unhappy with our response

If you feel unhappy with our response to your complaint, you may appeal to the Chief Executive. The Chief Executive will investigate your complaint and Viscopy's response to it within 7 working days.

If your complaint is not resolved to your satisfaction by our Chief Executive you can request that the matter is dealt with under our Alternative Dispute Resolution Procedure. Details of this procedure are available in an information sheet on our website or on request.

What you can expect from us

At every stage, you can expect Viscopy to:

- Take your complaint seriously
- Treat you with respect and courtesy
- Keep you informed of progress
- Be objective, equitable and unbiased in our assessment of the complaint
- Carry out any remedy we propose to resolve your complaint by the time agreed

Your privacy

Viscopy will respect and protect your privacy. We are required to keep records of your complaint and our response to it. The records will be kept strictly confidential within Viscopy.

However, please note that we are bound by the Code of Conduct for Collecting Societies. Our compliance with the Code is monitored by the Code Reviewer. We are required to provide the Code Reviewer with access to our complaints records and the Code Reviewer may refer to these complaints in his compliance report.

We want to improve

Because we are committed to continual improvement, Viscopy's Complaints Policy is reviewed at least annually by the senior management team and the board of directors.

Copies of Viscopy's current Complaints Policy will be made available via the website at all times. If you would like a printed version, please let us know and we will post a copy to you.

If you would have any questions please contact Viscopy's Complaints Officer Virginia Morrison on (02) 9310 2018 or by email vmorrison@viscopy.org.au.