



Alternative dispute resolution policy

Viscopy strives to ensure all individuals and/or organisations using our services are satisfied. From time to time, however, disputes between Viscopy and its members or licensing customers may arise.

Complaints about Viscopy's services will be addressed in accordance with our Complaints Policy.

Complaints which are not resolved to the satisfaction of the person making the complaint under the Complaints Policy may be dealt with under this Alternative Dispute Resolution Procedure by mutual agreement.

How to use the Alternative Dispute Resolution Procedure

If your complaint has not been resolved to your satisfaction under our Complaints Policy then you may notify Viscopy that you wish to have the matter dealt with through a process of independent mediation. You must notify Viscopy in writing within one month of receiving our final response to your complaint.

Within 7 days of receiving your notification, we will refer the matter to the mediation service of the Arts Law Centre of Australia. Provided the Arts Law Centre assesses the matter as one that is suitable for mediation, it will organise for the appointment of a mediator from its panel.

The aim of mediation is to assist you and Viscopy to reach an agreement about the resolution of the matter. The mediator does not impose a binding decision. Viscopy will enter into the mediation process in good faith and will make reasonable efforts to reach a mutually acceptable resolution.

More information about the mediation process is available on the Arts Law Centre's website at <http://www.artslaw.com.au/LegalServices/MediationService.asp>

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.