COPYRIGHT LICENSING LIMITED

trading as Tāwhia Copyright Aotearoa (TCA)

FEEDBACK and COMPLAINTS PROCEDURE

TCA is a customer-focussed organisation. We take the feedback of our customers seriously and how our customers feel about the service they receive from TCA is important to us.

TCA's Feedback and Complaints Procedure can be used by rightsholders, licensees or others who are eligible to access TCA's services.

Providing Feedback or Making a Complaint

Initial contact to either provide feedback or to make a complaint can be sent to us via the TCA website at tawhia.nz/contact/ using the General Feedback option in the dropdown list. Feedback and complaints may also be sent to us in writing, at the address below:

Tāwhia Copyright Aotearoa,
P O Box 331488,
Takapuna,
Auckland 0740,
Attn : Complaints Officer

You may provide anonymous feedback, however if you wish to make a complaint this must include:

- The name and contact details of the complainant. TCA cannot act on complaints where contact details have not been provided.
- The area of TCA's business you wish to complain about. This may include: distributions, terms of licences, fees payable for licensing, our rights agreement, the standard of service you received from us, the conduct of an employee or the transparency of our operations.
- The reason for your complaint.
- The outcome you hope to achieve.
- Any material that supports your complaint.

Tāwhia Copyright Aotearoa

How we deal with Feedback and Complaints

- Feedback will be directed to the staff in the area of the business that the Feedback relates to. Feedback will be used to inform future services.
- If you have made a complaint this will be acknowledged within 7 business days of us receiving it.
- If the complaint involves another person, we will forward the complaint and any supporting material to that person for their comment.
- We will respond to the complaint in writing within 14 days of acknowledging receipt. However, if the complaint involves another person or organisation, we will respond as soon as practicable after receiving that person or organisation's comments.
- We will maintain a register of all complaints and the response that we have made.
- If you are not satisfied with the explanation provided in our response, you will have 14 days to request that the matter be referred to TCA's Alternative Dispute Resolution Process.