

Code of Conduct for Copyright Collecting Societies

Table of amendments

27 May 2025

The [Code of Conduct for Copyright Collecting Societies](#) was established in 2002. This table sets out the amendments to the Code since then.

When	Clause	Amendment
April 2005 Following agreement by the societies	5.3(a)(i)	(a) This Code will be reviewed: following the expiry of two years from the Code coming into effect; and
April 2005 Following Triennial review of the Code of Conduct	2.3(c)(ii)	(c) Each Collecting Society will: ... (ii) to the extent it reasonably can, having regard to the complexity of the questions of fact and law necessarily involved, take steps to ensure that all licences offered by the Collecting Society are drafted so as to be plainly understandable to Licensees, and are accompanied by practical and suitable explanatory material; and
May 2007 Following agreement by the Societies	5.1(c)	(c) The functions of the Code Reviewer are: (i) to monitor, and prepare annual reports on, the level of compliance by Collecting Societies with the obligations imposed on them by this Code; (ii) as part of the functions under subparagraph (i), to consider Complaints from Members or Licensees in accordance with clause 5.2 (c); and to conduct a review of the Code in accordance with clause 5.3.
	5.2(c) to (e)	(c) The Code Reviewer may, subject to the terms of this paragraph, receive and consider Complaints from Members or Licensees to the effect that a Complaint made by the Member or Licensee to the Collecting Society under clause 3 of this Code was not addressed in the manner required by clause 3(c) of the Code. (d) Upon receipt of a Complaint from a Member or a Licensee of the type referred to in paragraph (c) above, the Code Reviewer must: (i) request of the complainant sufficient information and documentation as to the specific breaches alleged as may be required to elucidate the nature of the Complaint; (ii) provide the relevant Collecting Society with full details of the Complaint as so elucidated and allow the Collecting Society a reasonable period within which to provide a response; (iii) to the extent that the Collecting Society's response makes allegations against the complainant, provide full details of that response to the complainant and

		<p>allow the complainant a reasonable time within which to reply to those allegations.</p> <p>(e) Having considered the views of both the complainant and the relevant Collecting Society under paragraph (d), the Code Reviewer must form a view on the merits of the Complaint: – namely,</p> <p>(i) whether it is wholly or partly justified;</p> <p>(ii) whether it is wholly or partly unjustified; or</p> <p>(d) whether some other view is appropriate and if so, what view and for what reason and inform the complainant and the Collecting Society of that view, making such recommendations as may be appropriate in the circumstances. If the Code Reviewer considers it appropriate, he or she may also report on that Complaint in the annual report produced pursuant to paragraph (f).</p>
April 2008 Further reviewed following triennial review of the Code of Conduct	5.2 (e)	(f) (e) Having considered the views of both the complainant and the relevant Collecting Society under paragraph (d), the Code Reviewer must form a view on the merits of the Complaint that the society failed to comply with cl 3 (c): – namely,
April 2008 Agreement by the Societies: replacement of superseded Australian Standard	3 (c)	(c) The procedures developed under paragraph (g) will comply with the requirements of Australian Standard ISO 10002---2006 – <i>Customer Satisfaction</i> .
April 2011 Following Triennial Review of the Code of Conduct	1.1(a)	(a) Collecting Societies in Australia provide a range of valuable services to both Members and Licensees. By administering copyright or the resale royalty right or both on behalf of Members, Collecting Societies:
	1.3(a) and (b)	<p>(a) to promote awareness of and access to information about copyright or the resale royalty right or both and the role and function of Collecting Societies in administering copyright or the resale royalty right or both on behalf of Members;</p> <p>(h) (b) to promote confidence in Collecting Societies and the effective administration of copyright or the resale royalty right or both in Australia;</p>
	2.1(f)	(i) (f) in the case of the Declared Collecting Society under that Act, the <i>Resale Royalty Right for Visual Artists Act 2009</i> ; and
	2.2(a)	(j) (a) The membership of a Collecting Society will be open to all eligible creators of copyright material,

		and to anyone who owns or controls copyright material or the resale royalty right or both, in accordance with the Constitution of the Collecting Society.
	2.3(c)(iii) [deleted]	(k) (iii) consult with relevant trade associations in relation to the terms and conditions applying to licences or licence schemes offered by the Collecting Society.
	2.3(e) and (f) [inserted]	(e) The Collecting Societies acknowledge the important role played by relevant industry associations in relation to the formulation of terms and conditions applying to licences or licence schemes offered by some Collecting Societies. (l) Each Collecting Society will where appropriate consult in good faith with relevant industry associations in relation to the terms and conditions applying to licences or licence schemes offered by the Collecting Society.
	6.1(d)	Licensee means: ... (m)(d) for the purposes of this Code, people who are obliged to report resales and people who are liable to pay royalties under the Resale Royalty Right For Visual Artists Act 2009.
	6.1 Member	Member means a person who creates copyright material, or who owns or controls copyright material or a resale royalty right, and who is entitled to be a Member of a Collecting Society under its Constitution. This includes creators of copyright material, such as authors, publishers, playwrights, musicians, composers, artists, computer programmers, producers or broadcasters, as well as people or organisations to whom the rights in copyright material have been assigned or in whom they have become vested.
March 2017 Following Triennial review of the Code of Conduct	2.3(d)	Insert the following words at the beginning of the paragraph: “Each Collecting Society’s policies, procedures and conduct in connection with the setting of....”
March 2017 Supplementary Report to the Triennial Review of the Code of Conduct	2.9 [inserted]	6.3 Reporting by Declared Collecting Societies (a) The Annual Report of a Declared Collecting Society shall include the following information in relation to each statutory licence for which the society is declared, for the financial year to

		<p>which the Annual Report pertains:</p> <ul style="list-style-type: none"> (i) For each Statutory Licensee Class: <ul style="list-style-type: none"> A. total licence fees received; B. income on investments of licence fees; C. total amount allocated and paid to Members; D. the total amount of licence fees held in trust; and E. total licence fees for which the trust period expired. (ii) the total expenses of the Declared Collecting Society. <p>(b) A Declared Collecting Society will, upon request from a representative of a Statutory Licensee Class, provide the following information to the extent that it can do so at a reasonable cost:</p> <ul style="list-style-type: none"> (i) proportions to classes of recipients from the distribution of licence fees from the Statutory Licensee Class; (ii) for each of the total amounts referred to in clause 2.9(a)(i)(E), the proportion not paid to rights holders due to: <ul style="list-style-type: none"> A. the entitled Member not being located; B. the relevant rights holder not being a Member; C. entitlement Disputes; D. the amounts being below the distributable threshold; and E. other reasons (which reasons the Declared Collecting Society may elect to specify). <p>(c) In this clause 2.9:</p> <p>Declared Collecting Society means a Collecting Society that has been declared under ss. 135P, 135ZZB or 153F of the <i>Copyright Act 1968</i>;</p> <p>Statutory Licensee Class means:</p> <ul style="list-style-type: none"> (i) the Commonwealth Government; (ii) the State and Territory Governments; (iii) schools; (iv) universities; (v) Technical and Further Education
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		institutions; and (vi) other educational institutions
July 2019 Recommendations from Review of the Code of Conduct for Copyright Collecting Societies by the Bureau of Communications and Arts Research (BCAR) in the Department of Communications and the Arts.	1.1(d) inserted	(d) This Code of Conduct is intended to provide greater protections for both Members and Licensees, and to facilitate the efficient, effective and fair operations of Collecting Societies.
	1.2 amended	This Code applies to those Collecting Societies that have agreed to be bound by the Code, as defined at clause 6.1.
	1.3 amended	<p>The objectives of this Code are to facilitate efficient and fair outcomes for members and licensees by:</p> <p>(a) to promote promoting awareness of and access to information about copyright or the resale royalty right or both and the role and function of Collecting Societies in administering copyright or the resale royalty right or both on behalf of Members;</p> <p>(b) to promote promoting confidence in Collecting Societies and the effective administration of copyright or the resale royalty right or both in Australia;</p> <p>(c) to set setting out the standards of service that Members and Licensees can expect from Collecting Societies; and</p> <p>(d) to ensure ensuring that Members and Licensees have access to efficient, fair and low cost procedures for the handling of Complaints and the resolution of Disputes involving Collecting Societies.</p>
	2.1 amended	<p>(a) Each Collecting Society will comply with This Code is one element of a broader legal and regulatory framework within which Collecting Societies operate. This Code sets minimum standards for the conduct of Collecting Societies and complements the following regulatory instruments, which each Collecting Society will comply with:</p> <p>(i) the Corporations Act 2001 and the Corporations Regulations;</p> <p>(ii) the Copyright Act 1968 and the Copyright Regulations;</p> <p>(iii) its Constitution;</p> <p>(iv) the Attorney---General's Guidelines for Declared Collecting Societies (where applicable);</p> <p>(v) its obligations under the Privacy Act 1988, including the National Australian Privacy Principles, or any Privacy Code that applies to the</p>

	<p>Collecting Society;</p> <p>(vi) in the case of the declared Collecting Society under that Act, the Resale Royalty Right for Visual Artists Act 2009; and</p> <p>(vii) any other applicable legislation, relevant decisions of courts or tribunals (including the Copyright Tribunal), and other binding legal requirements, conditions or guidelines that apply to the Collecting Society.</p> <p>(b) The Code does not apply to matters that are covered by the jurisdiction of the Copyright Tribunal of Australia, such as the determination of licence fees payable.</p>
2.3 [inserted]	<p>(g) Each Collecting Society will, in response to a reasonable request, make available to a Licensee or potential Licensee:</p> <p>(i) the methodology for calculating the licence fees applicable to that Licensee or potential Licensee; and</p> <p>(i) matters taken into consideration in determining the licence fee to the extent that such information is not commercial-in-confidence and does not otherwise directly affect a commercial negotiation between the Collecting Society and the Licensee or potential Licensee.</p> <p>The Code Reviewer is able to consider whether a request or a Collecting Society's response to it has been reasonable.</p> <p>(h) A Collecting Society may not unreasonably refuse a request from a Licensee to engage in an alternative dispute resolution (ADR) process in respect of a licensing dispute. Whether a Collecting Society has acted reasonably in response to a request made pursuant to this clause is a matter for consideration by the Code Reviewer in their annual report on the Collecting Societies' compliance with the Code.</p>
2.4 [inserted]	<p>(c) Each Collecting Society will, in response to a reasonable request by a Licensee or their representative, provide more detailed information about particular rights payments made pursuant to a licence. Such information should only be provided to the extent that it is not commercial-in-confidence and does not otherwise directly affect a commercial negotiation between the Collecting Society and the Licensee or potential Licensee. Such information is to</p>

	<p>be provided:</p> <ul style="list-style-type: none"> (i) on an anonymised basis; and (ii) where the Collecting Society can do so at a reasonable cost. <p>The Code Reviewer is able to consider whether a request or a Collecting Society's response to it has been reasonable.</p> <p>(d) Each Collecting Society will:</p> <ul style="list-style-type: none"> (i) consult with Members prior to making any substantive changes to their distribution-policy; and (ii) publish 'plain English' guidelines on their distribution policy and make them available to Members and Licensees.
2.6 [inserted]	<p>(f) Each Collecting Society will provide detailed information in its annual publications, at an anonymised or aggregate level where appropriate, about the accounting and distribution of licence revenue. This information is to be reported in a consistent format year on year. Categories for reporting should include, but are not limited to:</p> <ul style="list-style-type: none"> (i) classes of Licensees from whom licence revenue is received; (i) classes of Members to whom licence revenue is paid; (ii) categories of copyright material copied/licensed in respect of which licence revenue is received; and (iii) domestic vs international payments of licence revenue. <p>(g) Each Collecting Society will provide detailed annual reporting of expired undistributed funds, including:</p> <ul style="list-style-type: none"> (i) the reason/s why funds remain undistributed to rightsholders; (i) the steps taken to locate rightsholders and distribute funds to; and (ii) detailed information on the allocation and use or proposed use of the funds by the Collecting Society for which funds are to be applied.
2.8 [inserted]	<p>(d) Each Collecting Society will make available plain English guidelines stating how expired undistributed funds will be allocated and spent by the Collecting Society, and how such expenditure will serve the interests of Members.</p> <p>(e) The Collecting Societies will establish and maintain a consolidated online portal for the public dissemination of</p>

	governance, financial and data information, including all documents relating to the Collecting Societies' compliance with the Code.
3(c) amended	Australian Standard ISO —2006— <i>Customer Satisfaction</i>
2.9 [amended]	<p>Definition moved to Cl 6.1:</p> <p>(c) In this clause 2.9:-</p> <p>Declared Collecting Society means a Collecting Society that has been declared under ss. 135P, 135ZZB or 153F of the Copyright Act 1968;</p> <p>Statutory Licensee Class means:</p> <p>(i) the Commonwealth Government;</p> <p>(i) the State and Territory Governments;</p> <p>(ii) schools;</p> <p>(iii) universities;</p> <p>(iv) Technical and Further Education institutions; and</p> <p>(v) other educational institutions.</p>
4 [inserted]	<p>(c) If the Code Compliance Reviewer reports a finding, in a report prepared under clause 5.1(d), that a Collecting Society has contravened the Code, that Collecting Society will notify its Members and Licensees of the contravention by means such as:</p> <ul style="list-style-type: none"> (i) Notification of the contravention published on the Collecting Society's website; (ii) Report of the contravention itemised in the Collecting Society's annual report; and (iii) Report on the online portal referred to in clause 2.8(e)S.
5.1 [amended]	<p>Code Compliance Reviewer and Triennial Code Reviewer</p> <p>(a) The Collecting Societies that have agreed to be bound by this Code will appoint:</p> <ul style="list-style-type: none"> (i) a Code Compliance Reviewer with specialist expertise in administrative law, copyright law and/or licensing practices to perform the functions conferred by paragraph (c); and (ii) a Triennial Code Reviewer to conduct a review of the Code in accordance with clause 5.3. <p>(b) The Code Compliance Reviewer will be independent of the Collecting Societies and will have no association with any of them. Neither a lack of independence nor any "association" will, however, be inferred purely by virtue of that person having provided professional services to a</p>

	<p>Collecting Society of a kind that does not, or did not, relate to a matter covered by the Code. The Code Compliance Reviewer will be appointed for a minimum period of three years.</p> <p>(c) The functions of the Code Compliance Reviewer are:</p> <p>(i) to monitor and prepare annual reports on the level of compliance by Collecting Societies with the obligations imposed on them by this Code;</p> <p>(ii) as part of the functions under subparagraph (i), to consider Complaints from Members or Licensees in accordance with clause 5.2 (c).</p> <p>(d) The Triennial Code Reviewer will:</p> <p>(i) be a person other than the Code Compliance Reviewer;</p> <p>(ii) have specialist expertise regarding the functions in clause 5.3;</p> <p>(iii) be independent of the Collecting Societies and have no association with any of them, but may have provided professional services to a Collecting Society of a kind that does not, or did not, relate to a matter covered by the Code;</p> <p>(iv) be appointed by the Collecting Societies, before the commencement of each Triennial Review, for the period necessary to perform the functions in clause 5.3.</p> <p>(e) It is not a function of the Code Compliance Reviewer to resolve a Dispute between a Collecting Society and a Member, Licensee or other person, including a Dispute about licence fee pricing.</p> <p>(f) Each Collecting Society will contribute to the costs and expenses of the Code Compliance Reviewer and of the Triennial Code Reviewer as agreed from time to time.</p>
5.2(b) [amended]	<p>(b) In addition to the consultations undertaken in accordance with paragraph (a), each Collecting Society will report annually to the Code Compliance Reviewer on that Collecting Society's compliance with this Code, including:</p> <p>(i) its compliance with clauses 2.1 to 2.8;</p> <p>(i) its training of employees and agents in accordance with clause 2.7;</p>

	<p>(ii) the activities it has undertaken under clause 2.8(a);</p> <p>(ii) (iii) the number of Complaints it has received and how those Complaints have been resolved; and</p> <p>(iii) if it is a Declared Collecting Society, its compliance with clause 2.9.</p> <p>To assist Collecting Societies in complying with this paragraph, the Code Compliance Reviewer will develop templates and/or guidelines for the preparation of reports.</p>
5.2(c) to (e) [inserted]	<p>(c) Each Collecting Society will provide, in its annual report to the Code Reviewer, information on steps taken to improve the capture and exploitation of data to achieve better business practices.</p> <p>(d) Each Collecting Society will establish and maintain a contraventions register on the consolidated online portal referred to at 2.8(e) to record all historical and future contraventions of the Code.</p> <p>(e) Each Collecting Society will make public, on the online portal referred to in clause 2.8(e), its reports prepared for the Code Compliance Reviewer under clause 5.2(b) after 1 January 2019. The published versions of the reports will include summaries of any Complaints without identifying any of the people involved, and will exclude any information that is confidential, commercial-in-confidence or that identifies individual Members or Licensees.</p>
5.2(f) to (i) renumbered	From 5.2(c) to (f).
5.2(i) [amended]	Following his or her consultations, and consideration of the Collecting Societies' reports, the Code Compliance Reviewer will prepare annually a report on compliance generally by Collecting Societies with this Code, and on steps taken to improve the capture and exploitation of data to achieve better business practices.
5.3 [amended]	<p>(a) This Code will be reviewed:</p> <p>(i) following the expiry of two years from the Code coming into effect in 2021; and</p> <p>(i) at least once within each subsequent three year period.</p> <p>(b) For the purposes of a Review of the Code, the Triennial Code Reviewer will:</p> <p>(i) invite written submissions on the operation of the Code and on any amendments that are</p>

	<p>necessary or desirable to improve the operation of the Code;</p> <p>(i) convene and publicise widely, during the period in which submissions may be made, one or more meetings that Members, Licensees and the general public may attend to make oral submissions to the Review; and</p> <p>(ii) undertake such other consultations as he or she considers appropriate, including consultations of the kind set out in clause 5.2(a).</p> <p>(c) Each Collecting Society will inform its Members and Licensees in an appropriate manner that the Review is being conducted and that they may make submissions to the Triennial Code Reviewer.</p> <p>(d) The Triennial Code Reviewer will allow a period of at least two months for the making of submissions.</p> <p>(e) At the completion of the period for the making of submissions, the Triennial Code Reviewer will prepare a report of the Review, and will make such recommendations as he or she considers appropriate in relation to the operation of the Code, including recommendations for amendments of the Code.</p> <p>(f) The Triennial Code Reviewer will make a copy of the report of the Review available to:</p> <ul style="list-style-type: none"> (i) each Collecting Society; (i) the Commonwealth Department(s) responsible for the administration of the <i>Copyright Act 1968</i>; (ii) each individual or group that made a submission to the Triennial Code Reviewer; (iii) the Code Compliance Reviewer; and (iv) members of the public.
<p>5.4 [inserted]</p>	<p>5.4 Making amendments to the Code</p> <p>(a) If the report of the Review includes recommendations, the Collecting Societies will:</p> <ul style="list-style-type: none"> (i) decide, by consensus or majority, their response to the recommendations within 30 days from the delivery of the report to them by the Triennial Code Reviewer; (ii) notify the Triennial Code Reviewer of their decision and the reasons for it including reasons why any recommendations have not been adopted; and (iii) if their response requires amendments of the Code, the Collecting Societies will make those amendments within 60 days from the delivery of

		<p>the report to them by the Triennial Code Reviewer.</p> <p>(b) The Collecting Societies may make amendments to the Code that have not been recommended by the Triennial Code Reviewer, provided those amendments are consistent with clause 1.1(d) and follow consultations with Members and Licensees.</p> <p>(c) If the Collecting Societies make an amendment to the Code, they will:</p> <ul style="list-style-type: none"> (i) update the table of amendments for to the Code, including the reason the amendment was made; (ii) notify the Triennial Code Reviewer of the amendments and the reasons for them (including where they implement a recommendation by the Triennial Code Reviewer) (iii) notify the Commonwealth Department(s) responsible for the administration of the <i>Copyright Act 1968</i>; and (iv) notify other affected stakeholders, including Members and Licensees, of the amendments, the reasons for them, and their consequences (using plain English).
	References to 'Code Reviewer'	Replaced by 'Code Compliance Reviewer'
	6.1 [amended]	<p>6.1 Definitions</p> <p>In this Code:</p> <p><i>Collecting Societies</i> means each of the copyright collecting societies that have agreed to be bound by this Code, being:</p> <ul style="list-style-type: none"> (a) Audio-Visual Copyright Society Limited trading as Screenrights (ABN 76 003 912 310) (a) Australasian Performing Rights Association Limited (ABN 42 000 016 099) (b) Australasian Mechanical Copyright Owners Society Limited (ABN 78 001 678 851) (c) Australian Screen Directors Authorship Collecting Society Limited (ABN 80 071 719 134) (d) Australian Writers Guild Authorship Collecting Society Limited (ABN 38 002 563 500) (e) Copyright Agency Limited (ABN 53 001 228 799); and (f) Phonographic Performance Company of Australia Limited (ABN 43 000 680 704)

		<p><i>Complaint</i> means an allegation that a Collecting Society's conduct has fallen short of a standard of conduct required of it by the Code (such as an allegation that the Collecting Society has not responded within a reasonable time to correspondence from the Licensee or has been rude in dealing with the Licensee over the Dispute is a Complaint).</p> <p>Constitution means the documents that establish and govern the operations of a Collecting Society. In the case of a Collecting Society that is incorporated, this would include the Memorandum and Articles of Association of the Collecting Society.</p> <p><i>Declared Collecting Societies</i> means Copyright Agency and Screenrights.</p> <p><i>Dispute</i> means the taking of rival positions by a Collecting Society on the one hand and Member, Licensee or other person on the other hand, as to their respective legal rights and obligations, resolution of which depends on a determination of what the relevant law is and/or a finding as to what the relevant facts are (such as whether a Licensee owes an amount of money to a Collecting Society).</p> <p>Licensee means:</p> <ul style="list-style-type: none"> (a) a person granted permission by a Collecting Society to use copyright material; (a) a person entitled to use copyright material under a statutory licence in the (b) <i>Copyright Act 1968</i>; (c) a person who requires a licence from a Collecting Society to use copyright material; and (d) for the purposes of this Code, people who are obliged to report resales and people who are liable to pay royalties under the <i>Resale Royalty Right for Visual Artists Act 2009</i>. <p>Member means a person who creates copyright material, or who owns or controls copyright material or a resale royalty right, and who is entitled to be a Member of a Collecting Society under its Constitution. This includes creators of copyright material, such as authors, publishers, playwrights, musicians, composers, artists, computer programmers, producers or broadcasters, as well as people or organisations to whom the rights in copyright material have been assigned or in whom they have become vested.</p> <p>Revenue means remuneration and/or licence fees</p>
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		<p>collected by the Collecting Society.</p> <p>Statutory Licensee Class means:</p> <p>(a) the Commonwealth Government;</p> <p>(a) the State and Territory Governments;</p> <p>(b) schools;</p> <p>(c) universities;</p> <p>(d) Technical and Further Education institutions; and</p> <p>(e) other education institutions.</p>
<p>May 2022</p> <p>Following recommendation in Triennial Review 2022 report</p>	Cl 6.2(a)	<p>Where there is any doubt about the intent or scope of this Code, it should be interpreted in the light of the objectives set out in clause 1.3. The provisions of this Code must be interpreted and applied, and any power conferred or duty imposed by them must be exercised or carried out, in the way that best promotes the objectives set out in clause 1.3.</p>
<p>May 2025</p> <p>Following recommendation in Triennial Review 2025 report</p>	Clause 2.1(a)	<p>2.1 Legal Framework</p> <p>(a) This Code is one element of a broader legal and regulatory framework within which Collecting Societies operate. This Code sets minimum standards for the conduct of Collecting Societies and complements the following regulatory instruments, which each Collecting Society will must comply with:</p>
	Clause 2.3(c)(ii)	<p>Licensees</p> <p>(c) Each Collecting Society will:</p> <p>(i) make available to Licensees and potential Licensees information about the licences or licence schemes offered by the Collecting Society, including the terms and conditions applying to them, and about the manner in which the Collecting Society collects remuneration and/or licence fees for the use of copyright material; and</p> <p>to the extent it reasonably can, having regard to the complexity of the questions of fact and law necessarily involved, take steps to ensure that all licences offered by the Collecting Society are drafted so as to be plainly understandable to Licensees, and are accompanied by practical and suitable explanatory material.</p>

	Clause 2.3(d)	<p>2.3.1 Licensees</p> <p>(d) Each Collecting Society's policies, procedures and conduct in connection with the setting of licence fees for the use of copyright material will be fair and reasonable. In setting or negotiating such licence fees, a Collecting Society may is to have regard to the following matters:</p> <ul style="list-style-type: none"> (i) the value of the copyright material; (ii) the purpose for which, and the context in which, the copyright material is used; (iii) the manner or kind of use of the Copyright Material; (iv) any relevant decisions of the Copyright Tribunal; and <p>any other relevant matters.</p>
	Clause 6: definition of 'complaint'	<p>i. Complaint means an allegation that a Collecting Society's conduct has fallen short of a standard of conduct required of it by the Code (such as an allegation that the Collecting Society has not responded within a reasonable time to correspondence from the Licensee or has been rude in dealing with the Licensee over the Dispute is a Complaint).</p>
	Clause 6: definition of 'dispute'	<p>ii. Dispute means the taking of rival positions by a Collecting Society on the one hand and Member, Licensee or other person on the other hand, as to their respective legal rights and obligations, for example where resolution depends on a determination consideration of what the relevant law is and/or a finding as to what the relevant facts are (such as whether a Licensee owes an amount of money to a Collecting Society).</p>