

Independent Music Performance Rights Association



Registration no: 2014/ 025121/08
Accreditation no: RC 2014/ 00002

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RE: PROCEDURE, COMPLAINTS AND DISPUTE RESOLUTION COMMITTEE.

Complaints Procedure operated.

1. Scope

This procedure is operated by IMPRA in relation to its services provided under the MOI of IMPRA and Consumer Protection Code.

2. Our objectives:

- To respond to complaints in a courteous, timely and fair manner.
- To endeavour to address the specific issues raised by our members and, where appropriate, update our procedures to avoid re-occurrence of problems.
- To endeavour to achieve a situation where our members feel we have addressed the complaint, but if he/she remains dissatisfied with the outcome of our efforts, to ensure that he/she is notified of the right to refer the matter to the Complaints and Dispute Resolution Team or Committee.

3. Procedure.

- IMPRA has established and maintain a complaints file and all complaint records will be kept for three years and according to the retention Policy Document of IMPRA.
- Where the IMPRA receives an oral complaint, The Management will offer the member the opportunity to have the complaint treated as a written complaint. The Office of IMPRA will investigate the complaint on the basis of our understanding of the issue.
- IMPRA will acknowledge in writing each complaint within 7 business days of receipt. This acknowledgement will contain a copy of these procedures and notification that the complainant can refer the matter to the Complaints and Dispute Resolution Team or Committee, if he/she is not happy with the outcome of our investigation, or if the matter has not been resolved within 60 business days, the anticipated timeframe within which IMPRA hopes to resolve the complaint. Contact details of the Complaints and Dispute Resolution Team or Committee may also be provided.
- We shall investigate the complaint as swiftly as possible, and the complainant will receive an update on the complaint at intervals of not greater than 20 days starting from the date on which the complaint is made.
- The IMPRA Enquiry Office will attempt to investigate and resolve the complaint within 60 business days of having received the complaint;

where the 60 business days has elapsed and the complaint is not resolved, the complainant will be informed of the anticipated timeframe within which the firm hopes to resolve the complaint and that the complainant can refer the matter to the Board of IMPRA and the contact details of such structure will be provided.

- Within 5 business days of the conclusion of our investigation of the complaint, the firm shall send a written report of the outcome of this investigation. This report shall include an explanation of the terms of any offer that the firm is prepared to make in settlement of the complaint. We will also inform the complainant of the right to refer the complaint to the Complaints and Dispute Resolution Team or Committee and will provide the member with the contact details of such a team.
- Where it appears to IMPRA that the complainant is not satisfied with the outcome of our investigation, and where we feel that we cannot progress the issue further, we will immediately write to the complainant advising them of their right to refer the dispute to the Complaints and Dispute Resolution Team or Committee.
- CEO will review the file before its conclusion and attempt to identify any procedures that can be implemented by our firm to avoid a repeat of the type of complaint received. Any new procedures will be immediately communicated to all staff and placed in the Written Procedures file.

- At the time matters are escalated to the Complaints and Dispute Resolution Team or Committee a complainant must be informed about the budgetary or costs implications of such matter and the Complainant must be willing to contribute atleast 50% of the legal fees that will be incurred during the process.
- Members are also reminded that they have available to them the Copyright Tribunal dispute mechanisms where they can lodge a copyright issue dispute they might have with IMPRA or any other collecting society. In the event their dispute could not be resolved internally.
- Please note that this standard operating procedure applies to all members and their legal or general representatives or their beneficiaries.

4. COMPLAINTS AND DISPUTE RESOLUTION COMMITTEE.

PURPOSE:

- The Purpose of the committee is to ensure that griviences or disputes are resolved in an effective manner,
- The Management or the operational Office is the first Office to deal with any griviences, complain or any disputes arising from our members where needletime right's collection and distribution is concern.

- To endeavour to achieve a situation where our members feel we have addressed the complaint, but if he/she remains dissatisfied with the outcome of our efforts, to ensure that he/she is notified of the right to refer the matter to the Complaints and Dispute Resolution Team or Committee.

4.2.1 The Independent Complain and Dispute Resolution must:

4.2.2 Ensure that strategy and a plan for conducting a dispute resolution is in place.

4.2.3 Ensures that Parties are informed and agree to the Plan developed.

4.2.4 Ensures that Information notices are served in furtherance of dispute resolution

5. AUTHORITY.

5.1 The Committee must make recommendations to the Board of IMPRA,

5.2 COMPOSITION OF THE COMMITTEE,

The Committee is established as in when it is needed and shall compose of its

(a) Chairperson, The Chairperson of the Committee will always rotate amongst the Committee

(b) One member from the Producer's Chamber,

(c) One member from the Performers Chamber,

(d) One Executive member or the Enquiry Desk of IMPRA.

(e)The Administration Legal member of IMPRA,.

5.3 MEETINGS OF THE COMMITTEE

- The meetings of the Committee must be convened frequently as deemed appropriate and as determined by the Chairperson of the Committee.
- Special meetings may be convened in cases of emergency,
- Meetings may be convened in person or through electronic means such as mails, tele conference or video conference and or any means advised by the MOI of IMPRA including the code of conduct.

6. SECRETARIAT.

The Chairperson in consultation with the CEO must designate employees to assist the committee with the administrative and secretarial work arising from time to time for the performance of the Committee.

7. REPORTING.

The Committee must report to the Board of IMPRA through the CEO and the Board will advise further on how the matter must be further reported.

8. REVIEW AND EVALUATION

The committee members may annually review and evaluate the adequacy of its Committee and recommend any changes or suggestions to the CEO and the Board of IMPRA.

Signed by the CEO of IMPRA on behalf of the Organisation.

Dated

10/01/2025

Signed on behalf of the Board of IMPRA.

The Executive Director: Mr Dodo Monamodi (083 282 0563.dodom@impra.org.za)
The Independent Music Performance Rights Association



Submitted and on behalf By:

IMPRA OFFICE.

