



## **Complaints Policy**

All efforts will be made to respond within 48 hours of receipt of a complaint. If the member is not satisfied that the complaint has been adequately resolved, the complainant can choose to lodge a formal complaint for consideration and response by executive management and/or the board of directors. The formal complaint must be in written form and sent by email or post to:

*ASDACS  
Suite 28, 330-370 Wattle St  
Ultimo, NSW, 2007  
[asdacs@asdacs.com.au](mailto:asdacs@asdacs.com.au)*

A written response from executive management and/or the board of directors to the formal complaint will be sent via email or post within 30 days of receipt of the request of the formal complaint.

All formal complaints are lodged on the internal ASDACS complaints register and submitted to the Code of Conduct for Copyright Collecting Societies reviewer as part of its annual code of conduct report.