

# Complaints and Disputes Procedure for Music Users

**Our staff naturally do their utmost to handle your questions and comments correctly. Unfortunately, a situation may still arise with which you are not satisfied. In that case, correct and prompt handling is important. We would therefore like to draw your attention to the following:**

## **Request for amendment / correction of an invoiced fee**

Does your request concern an amendment to the basis for the calculation or the correction of an administrative error? If so, you must submit your request to us within three months after the fee has been charged.

If you receive your invoice for your use of music via the Service Centre for Copyright and Neighbouring Rights, you can submit a request for amendment or correction through your account on [www.mijnlicentie.nl](http://www.mijnlicentie.nl).

Submitting a request does not suspend your payment obligation. We will ensure that your request is handled as quickly as possible, no later than two months after receipt.

Are you not satisfied with the approach or the outcome of your request, or has your request not been handled within two months? If so, you may submit a complaint to us about this.

## **Complaints about an invoiced fee**

A complaint about the amount of an invoiced fee must be submitted within three months of the invoice date. We kindly request that you address such a complaint, stating your debtor number, to:

Sena  
Attn. Legal Affairs Department  
P.O. Box 113  
1200 AC Hilversum

Or by email: [juridischezaken@sena.nl](mailto:juridischezaken@sena.nl)

## **Handling**

After receiving your complaint, you will receive an acknowledgement of receipt within one week. Submitting a complaint does not suspend your payment obligation. Sena aims to handle your complaint within three weeks and no later than two months after receipt.

Have you not received a timely response or have you not received a decision within the stated period? Or are you dissatisfied with the decision? If so, you may submit your dispute to the Copyright Disputes Committee within three months.

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## Copyright Disputes Committee

Before submitting your complaint to the Copyright Disputes Committee, there are a number of matters you should take into account:

- If you have completed our internal complaints procedure and together we are unable to reach a solution, you may go to the Copyright Disputes Committee.
- This is also possible if you have not received an acknowledgement of receipt or a response to your complaint within the response period.
- The Copyright Disputes Committee handles various complaints about invoiced fees, for example because an incorrect rate has been applied or because, in your opinion, the fee is not fair.
- The invoice amount may not exceed € 100,000, and you must have submitted a complaint or a request for amendment or correction of the invoice to us under our internal complaints procedure within three months after the fee was charged.
- Does the invoice have a value of € 50,000 or more? If so, you must deposit the unpaid amount with the Copyright Disputes Committee.
- A complaint fee is payable for submitting a complaint. If the Copyright Disputes Committee finds in your favour, you will receive this amount back. The amount of the complaint fee is linked to the invoice amount and ranges from € 50 (for an invoice amount up to € 2,500) to € 750 (for an invoice amount between € 50,000 and € 100,000).
- In assessing whether the amount and the application of an invoiced fee are fair, the Copyright Disputes Committee will in any event take into account:
  - a) the principle that like cases should be treated alike;
  - b) the value of the use of the work in economic traffic;
  - c) the nature and scope of the use;
  - d) the self-regulation practice.
- If the dispute is not brought before the court within three months after the decision of the Copyright Disputes Committee, then what has been determined in the decision of the Copyright Disputes Committee will be deemed to have been agreed between the parties.

For more information about the procedure before the Copyright Disputes Committee, as well as the full regulations, please refer to the website of the Copyright Disputes Committee.

## (Other) Complaints

If you have a complaint about the handling of your questions and/or comments relating to (incorrect) administrative actions, or if you have any other complaint, we kindly request that you address your complaint by letter or by email (stating your debtor number, if applicable) to:

Sena  
Attn. Relationship Management Department  
P.O. Box 113  
1200 AC Hilversum

Or by email: [relatiebeheer@sena.nl](mailto:relatiebeheer@sena.nl)



# Complaints and Disputes Procedure for Music Users

After receiving your complaint, you will receive an acknowledgement of receipt no later than within one month. Sena aims to handle your complaint within three weeks, but no later than two months after receipt.

Have you not received a timely response or have you not received a decision within the stated period? Or are you dissatisfied with the decision? If so, you may have the complaint reviewed again by the Board of Sena, no later than within three months. You must submit such a request, with reasons, to:

Sena

Attn. the Board  
P.O. Box 113  
1200 AC Hilversum

Or by email: [sena@sena.nl](mailto:sena@sena.nl)

In principle, the Board will take a decision one month after receipt of the request for reconsideration and will inform you of this in writing. If the reconsideration requires more time, you will be informed accordingly. In any event, you will receive a final decision on the complaint within three months after receipt of a request for reconsideration.