

## Complaints and dispute resolution

### Complaints by rights holders

The time limit for complaints from a rights holder is 36 months. Complaints must be addressed through the collective rights management society of which the rights holder is a direct member. The complaint must include documentation of the basis for the complaint. The collective rights management society will in due time forward the complaint to NCB, and the complaint will then be processed by NCB. If, having exhausted that procedure, the rights holder is dissatisfied with the outcome of the complaint procedure, the rights holder has the further option of bringing the matter to the ordinary courts.

### Complaints by collective rights management societies

Members of NCB (i.e. Koda, STEF, STIM, Teosto or TONO) and collective rights management societies who are affiliated with NCB by representation agreements can file a complaint regarding NCB by contacting NCB by email: [info@ncb.dk](mailto:info@ncb.dk).