



# BILD-KUNST

Collecting Society BILD-KUNST 53113 Bonn Weberstraße 61

Legal society by state award

Main Office Frankfurt am Main

## Directive on Complaints Procedure

Version according to the decision of the Administrative Council of 25 January 2018

### A. Subject Matter of the Directive

The directive regulates the structure of the complaints procedure of VG Bild-Kunst.

### B. Plaintiff

The following people are entitled to filing complaints:

- a. members of VG Bild-Kunst,
- b. beneficiaries whose rights VG Bild-Kunst administers on the basis of a collection agreement,
- c. other collective management organisations with whom VG Bild-Kunst has signed a representative agreement,
- d. right holders who are part of the business of VG Bild-Kunst,

as long as they are personally complained about.

### C. Subject Matter of the Complaint

Plaintiffs may file a complaint against a decision made by VG Bild-Kunst against them. Furthermore, a complaint is admissible insofar as VG Bild-Kunst has not responded to a request made by the plaintiff in writing in a reasonable time frame. A complaint against a complaint decision is not allowed.

A complaint may in particular relate to

- a. the commencement or termination of the management of rights or the withdrawal of rights,
- b. the conditions for membership and administration,
- c. the confiscation, administration and distribution of receipts from the rights,
- d. the deductions from the receipts from the rights.

### D. Form and Deadline

The complaint must be sent in writing to the legal department of VG Bild-Kunst. If it is against a

decision of VG Bild-Kunst, that decision must be enclosed. If it is directed against an inactivity of VG Bild-Kunst, the plaintiff's original application must be enclosed. The complaint must be substantiated and, if non-obvious, the personal complaint be presented. A complaint against an inactivity of VG Bild-Kunst can be filed three months after filing the application at the earliest, unless the plaintiff can prove special urgency. A complaint against a decision of VG Bild-Kunst may be filed no later than six weeks after notification of the decision.

### E. Complaints Authority

The complaint against a decision of an employee of VG Bild-Kunst will be decided by the executive board.

The complaint against a decision of the executive board will be decided by the honorary board members.

The complaint against a decision of the board or an expert committee will be decided by the Administrative Council of the professional group(s) involved.

The complaint against a decision of the Administrative Council will be decided by the board members and chair persons for professional groups.

### F. Decision

The complaints authority should decide on the complaint within three months. The decision will be made in writing and will be substantiated if the complaint is not granted.

### G. Costs

A reimbursement will not be granted. Any plaintiffs will bear their own costs.