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.