

Having problems with copyright licensing for your live event?

If you have any concerns, complaints or disputes regarding the copyright licensing of your event by a copyright collecting society, such as APRA AMCOS or PPCA, you can:

1. Contact LPA

In the first instance, we encourage LPA Members to contact us with any queries or concerns. LPA can provide advice on your licensing matter and outline potential options for resolving issues.

Who to contact

For more information or queries, please contact:

Live Performance Australia

Policy & Governance Team

Live Performance Australia

☎ 03 8614 2000 | ✉ info@liveperformance.com.au

2. Lodge a formal complaint

Copyright Collecting Societies provide avenues for lodging formal complaints and have complaints handling procedures in place.

You can learn more about lodging a formal complaint with APRA AMCOS here:

<http://apraamcos.com.au/feedback-centre/compliment-and-complaint-details/>

You can learn more about lodging a formal complaint with PPCA here:

<http://www.pcca.com.au/IgnitionSuite/uploads/docs/PPCAComplaintsandDisputesPolicyApril2008.pdf>

3. Lodge a dispute with the copyright collecting societies' alternative dispute resolution (ADR) scheme

In accordance with the Copyright Collecting Societies Code of Conduct and re-authorisation requirements, copyright collecting societies must provide options for resolving disputes through ADR.

You can learn more about APRA's ADR scheme here: <http://apraamcos.com.au/adr/>

You can learn more about PPCA's ADR options here:

<http://www.pcca.com.au/IgnitionSuite/uploads/docs/PPCAComplaintsandDisputesPolicyApril2008.pdf>

If you are considering lodging a dispute to be resolved through ADR, we encourage you to contact LPA in the first instance.