



ICE Services Complaints Procedure

If things go wrong

We know that from time to time, despite our best efforts, things can go wrong. We aim to rectify errors and resolve any confusion as soon as possible. If you are:

- a member of a CMO, and/or
- a writer/sub-publisher of a music publisher; and
- your CMO or music publisher is a customer of ICE Services,

if you have a complaint about the services we provide to your CMO or music publisher please contact your collective management organisation (“CMO”) or music publisher for the resolution of your complaint.

We will work with your CMO and/or music publisher to resolve any complaint relating to the services ICE provide to its customers.

If you are not one of the above and have received services from us about which you have a complaint, please follow our complaints procedure. In the first instance you can contact us by post, phone or email (including via our website).

Errors will be, wherever possible, corrected straight away. Where this is not possible, we aim to resolve the matter as quickly as possible and normally within 10 working days. We will keep you updated on our progress if, for any reason, we are unable to resolve the matter within this period.

If we believe an error hasn't been made by ICE, we will provide a full and clear explanation.

Contacting us

Website

We have a website which is designed to provide answers to most of the common questions we receive. Visit: www.iceservices.com or submit via our [online enquiry form](#).

Phone

+44 (0) 203 741 4921

Post

ICE Services Ltd,
2 Pancras Square,
London
N1C 4AG

Making a complaint

If we have been unable to resolve the matter to your satisfaction, please see the guidance set out below.

We take all complaints seriously and view them as a way to better understand your needs and improve our service levels where possible.



How to complain

You should put your complaint in writing, provide any supplementary documentation and address the complaint to:

Services Director
ICE Services Ltd,
2 Pancras Square,
London
N1C 4AG

Or submit it electronically [here](#).

We will acknowledge receipt of the complaint within five working days.

What happens next?

We will send a full, written response within 20 working days of the receipt of the complaint and in cases where the complaint is rejected, detailed reasons will be provided. Hopefully this will resolve your complaint. However, if you are unhappy with the response, you should write within 28 days to the Services Director stating your reasons.

The Services Director will respond in writing within 10 working days from receipt of the letter and will either:

- confirm or vary the earlier decision and advise on their right of redress; or
- advise that a further response will be given once further advice has been obtained and provide an indication of the likely timescale to reach a final decision.

If we have completed our investigation and provided a written response with detailed reasoning, we may confirm there is nothing more we can do under our complaints procedure (we call this a deadlock letter).

Following a response to a complaint, we will consider the matter to be concluded unless we receive further correspondence within 10 working days, or as advised in our correspondence.

Further Action

Should you feel that you have pursued your complaint as far as possible through the complaints procedure and still feel dissatisfied with the outcome, you can address your complaint to the ICE Services CEO. Please follow [this link](#) for details. Where applicable, you may further resolve your complaint through the options available to you under Regulation 32 of the Collective Management of Copyright (EU Directive) Regulations 2016 and Part 1, Chapter 7 of the Copyright, Designs and Patent Act 1988. In accordance with the foregoing legislation, where applicable, you may seek to resolve your complaint through alternative dispute resolution or submit any such dispute to the relevant court or competent authority.