

FOI Release
Information released under the Freedom of Information Act

Title: Complaints against Collective Management Organizations (CMOs)

Date of release: 23 October 2019

Information request:

1. A list of all complaints against UK CMOs (including CMOs with Memoranda of Understanding with the IPO) from 2015 distinguished by:
 - a) CMO identity and type,
 - b) Nature of the complaint and
 - c) Whether the complaint originated from a CMO member or end user.
2. From the above list, to advise by CMO identity and type how many of the complaints were upheld by the IPO.
3. A description of processes employed and communications undertaken by IPO in execution of complaint(s).

Information released:

The information requested is attached. It relates to complaints received by the IPO in its role as the national competent authority responsibly for monitoring compliance with the Collective Management of Copyright (EU Directive) Regulations 2016.