

Collective Management Organisations (CMOs) in the UK: complaints procedures

A CMO is a body that is mandated by its members to license their rights and collect and distribute their royalties in return for an administrative fee. They are typically not for profit organisations, and are owned and controlled by their members, who are right holders and others entitled to royalties for the use of copyright works. Below are a list of CMOs in the UK and links to their codes of practice which include internal complaints procedures. Most of these procedures provide recourse to an [independent ombudsman](#) when the internal complaints process has been exhausted. Access to the complaints procedure should be available to both members and licensees.

Name of CMO	Contact Details	Complaints process
<p>Artists Collecting Society (ACS)</p> <p>ACS deals with the collection of the Artist's Resale Right and copyright on behalf of artists and artists' estates in the UK and EU.</p>	<p>Senior Manager, 17–19 Garway Road, London, W2 4PH</p> <p>Tel: 020 7908 1634</p> <p>Email: info@artistscollectingsociety.org.uk</p>	<p>Code of practice</p>
<p>Authors' Licensing and Collecting Society (ALCS)</p> <p>The Authors' Licensing and Collecting Society is a not-for-profit membership organisation, run by writers, for writers.</p>	<p>The Writers' House, 13 Haydon Street, London, EC3N 1DB</p> <p>Tel: 020 7264 5700</p> <p>Email: alcs@alcs.co.uk</p>	<p>Code of practice</p>
<p>British Equity Collecting Society (BECS)</p> <p>British Equity Collecting Society (BECS) is the UK's only collective management organisation for audiovisual performers.</p>	<p>Guild House, Upper St Martin's Lane, London, WC2H 9EG</p> <p>Tel: 020 7670 0350</p> <p>Email: becs@equitycollecting.org.uk</p>	<p>Code of practice</p>
<p>The Copyright Licensing Agency Ltd (CLA)</p> <p>CLA is a licensing body that is owned by owned by the Authors' Licensing and Collecting Society Ltd. (ALCS) and</p>	<p>Barnard's Inn, 86 Fetter Lane, London, EC4A 1EN</p> <p>Email: complaints@cla.co.uk</p>	<p>Code of practice</p>

<p>the Publishers' Licensing Society Ltd. (PLS) to perform collective licensing on their behalf. It offers licences for reprography and digital copying.</p>		
<p>Design and Artists Copyright Society (DACS)</p> <p>Established by artists for artists, DACS is a visual artists' rights management organisation.</p>	<p>33 Old Bethnal Green Road, London, E2 6AA, UK</p> <p>Tel: 020 7336 8811</p> <p>Email: info@dacs.org.uk</p>	<p>Code of practice</p>
<p>Directors UK</p> <p>Directors UK is the professional association of directors working with the moving image in the UK.</p>	<p>3rd & 4th Floor, 8-10 Dryden Street, London, WC2E 9NA</p> <p>Tel: 020 7240 0009</p> <p>Email: info@directors.uk.com</p>	<p>Code of practice</p>
<p>Eos (The Broadcasting Rights Agency)</p> <p>Eos is the Broadcasting Rights Agency that serves the music industry in Wales.</p>	<p>Yr Asiantaeth Hawliau Darlledu Cyf, Canolfan Sain, Llandwrog, Caernarfon, Gwynedd, LL54 5TG</p> <p>Tel: 01286 832110</p> <p>Email: gweinyddydeos@gmail.com</p>	<p>Complaints process</p>
<p>The Educational Recording Agency Limited (ERA)</p> <p>The ERA Licensing Scheme provides clearance for all rights on educational establishments.</p>	<p>60 Gray's Inn Road, London WC1X 8LU</p> <p>Tel: 020 7837 3222</p> <p>Email: era@era.org.uk</p>	<p>Code of practice</p>
<p>NLA media access limited</p> <p>NLA media access limited provides</p>	<p>Mount Pleasant House, Lonsdale Gardens, Tunbridge Wells, TN1 1HJ</p> <p>Tel: 01892 525 273</p>	<p>Code of practice</p>

<p>organisations with permission and access to newspaper content.</p>	<p>Email: copy@nla.co.uk</p>	
<p>Phonographic Performance Limited (PPL)</p> <p>PPL licenses recorded music to be played in public or broadcast including online.</p>	<p>1 Upper James Street, London, W1F 9DE</p> <p>Tel: 020 7534 1000</p> <p>Email: info@ppluk.com</p>	<p>Code of practice</p>
<p>PRS for Music</p> <p>PRS for music licenses organisations to play, perform or make available copyright music.</p>	<p>Member services, 2 St Pancras Square, London, N1C 4AG</p>	<p>Code of practice</p>
<p>Publishers Licensing Society (PLS)</p> <p>PLS provides rights management services in the UK on behalf of publishers for book, journal, magazine and website copying to the publishing industry.</p>	<p>PLS Complaints 55-56 Russell Square, London, WC1B 4HP</p> <p>Tel: 020 7079 5930</p> <p>Email: plscomplaints@pls.org.uk</p>	<p>Code of practice</p>