

Complaints Procedure

1. If you have a complaint about SEKAM Video and/or (administrative) activities it has performed, please send a letter to:

Stichting Servicebureau Filmrechten
Attn. the Management Board
Postbus 581
1000 AN Amsterdam

Or send an e-mail message to: info@sekam.org

2. Please include at least the following data in the letter or e-mail:
 - your name and address;
 - a clear description of your complaint;
 - any documents that underpin your complaint;
 - if the complaint (also) relates to a third party: name, address and place of residence of such third party;

3. After receiving your complaint, the Service Office will send you a confirmation of receipt. The Service Office aims to handle your complaint within one month.

4. If you are not satisfied about the way your complaint has been handled by the Service Office, please send a letter to:

SEKAM Video
Attn the Board
P.O. Box 581
1000 AN AMSTERDAM (NL)

Or send an e-mail to the Board at: info@sekam.org.

5. The Service Office aims to handle your complaint within one month.
6. If you are not satisfied about the way your complaint has been handled by the Board, you may appeal to the Disputes Committee as referred to in the Rules and Regulations of SEKAM Video regarding Disputes or to a competent court.