



Revised September 2026

## **MMF Complaints and Disputes Process**

### **1. Introduction**

The MMF Code of Practice sets out the standards all members must follow.

If someone believes a member has not met these standards, they can make a complaint. This process explains how complaints are handled.

Anyone can make a complaint about a member, including:

- Other members
- Clients/Music Makers (inc Artists, Producers, Songwriters/Composers)
- MMF staff or Board

### **2. Important things to know**

- This process only applies to 'MMF membership status'.
- It is not a legal process and does not decide legal liability.
- If you want a legal outcome, you should seek independent legal advice.
- If there are ongoing legal proceedings about the same issue, we may pause this process until those are finished.

### **3. How to make a complaint**

Complaints must:

- be in writing
- name the member involved
- clearly describe what happened
- explain how the Code (or expected standards) may have been breached
- explain your relationship to the member

**You must also include the following statement:**

*"I believe that, to the best of my knowledge, the facts in this complaint are true and complete."*



## **Complaints should be sent to:**

Alison Barnes – Senior Operations Manager at [alison@themmf.net](mailto:alison@themmf.net)

## **4. How complaints are handled**

Complaints are handled by the MMF Complaints Team composed of three of the MMF senior staff team.

There are three stages:

### **Stage 1: Informal Resolution**

We will first check whether the person complained about is an MMF member.

- If they are not a member, we cannot formally investigate the complaint.
- If they are a member, we may:
  - ask the Complainant for more information
  - contact the member and ask them to suggest a resolution

### **Informal resolution process:**

The member has 14 days to propose a solution

The Complainant has 14 days to accept or reject it

If both sides agree:

- the matter is resolved
- no further action is taken

If not:

- the complaint moves to Stage 2

### **Stage 2: Formal Decision**

The member must submit a formal response within 21 days.



This response must:

- address the complaint in full
- include all relevant information
- include a statement confirming it is truthful

We may also:

- contact relevant third parties
- review other available information

## **Outcome**

The Complaints Team will then issue a written decision explaining:

- what facts were accepted
- whether the Code was breached

If no breach is found:

- no action is taken

Where a breach is identified:

- The MMF complaints team will give the member an opportunity to resolve within 30 days.

If a resolution is reached to the satisfaction of both parties

- no further action will be taken

If not resolved within 30 days, then the matter will be referred to a panel of three MMF Board Directors to review and determine any appropriate sanctions.

Possible sanctions include:

- suspension of membership
- termination of membership
- restrictions on membership
- conditions on rejoining
- a formal warning



- other appropriate actions

### **Stage 3: Appeal**

Both the Complainant and the Member can appeal against the decision within 21 days.

Appeals are only allowed if:

- the Code was applied incorrectly, or
- there was a clear factual error

Appeals are reviewed by an independent Appeals Board made up of three MMF Board Directors and/or Custodians with no involvement in the case.

The Appeals Board will:

- review all materials
- issue a final decision

This decision is final.

## **5. While a complaint is ongoing**

- A member cannot resign while a complaint is active
- In serious cases, membership may be temporarily suspended

## **6. After a decision**

Once a decision is final:

- the member must comply with any sanctions
- the MMF may publish the decision (fully or as a summary), with sensitive details removed where needed in order to provide transparency to any future clients/business partners