

Procedural rules for the complaints committee¹

1. The complaints committee decides in matters regarding the
 - a. taking up and termination of rights exercise or the withdrawal of rights;
 - b. conditions relating to membership (admission of associates and loss of associate status) as well as the conditions governing the exercise of rights;
 - c. collection, administration and distribution of the revenue from the respective rights;
 - d. deductions from the collections arising from the respective rights.
2. The appellant must demonstrate that he or she is affected personally, directly and presently (specific complaint).
3. The complaint must initially be submitted to GVL's management in writing or electronically. If the management does not remedy the complaint, the affected party may refer the matter to the complaints committee. In order to start the legal process, prior appeal to the complaints committee is mandatory. Appeals to the complaints committee may be made in writing or electronically within four weeks following receipt of the decision of the management. Receipt of the decision shall be assumed to have taken place on the 4th working day following the date of the letter. The postmark shall apply with respect to establishing that the appeal to the complaints committee has been made in due time. If an appeal in due form and time to the complaints committee has been missed through no fault of the appellant, he or she can file an application for a restitutio in integrum with the complaints committee. Legal action cannot be taken until the complaints committee has made a decision or once six months have passed since the appeal. The complaints procedure is liable to fees.
4. The chairperson shall pass on the complaint with a statement by management to the remaining members of the complaints committee once the appellant has advanced the fees for the complaints procedure. At the same time, by transmitting the statement of the managing directors, the chairperson shall give the appellant time to respond in writing or electronically within a period of two weeks.
5. If the complaint affects the professional group of a delegate who is not a member of the complaints committee, a delegate of said group can be involved as an expert without voting rights. If there is reason to doubt the impartiality of a [committee] member, the respective member shall neither have the right to advise nor vote in the specific case. Partiality shall be defined as cases where persons declare themselves to be prejudiced, or if their prejudice has been established by the majority of the members.
6. The complaints committee shall make a decision after verbal discussion or by written procedure within six months following the lapse of the response deadline. If a member of the complaints committee vetoes the written procedure, the discussion must be held verbally. The complaints committee shall decide based on records. It may listen to the appellant and/or the managing director(s).
7. The complaints committee shall only be quorate if all of its regular, impartial members participate. Decisions shall be made based on a majority of its members. Each member shall have one vote. Abstentions shall be barred. The voting result following the deliberation or the written procedure shall be recorded in writing by the chairperson.

¹ Procedural rules based on Art. 6.5 p) and Art. 12 of GVL's Articles of Association

8. The decisions shall be annotated with a statement of grounds, signed by the chairperson and sent to management. If the complaint is not remedied, the appellant shall be informed of the grounds in writing or electronically.
9. The costs of the complaints procedure shall be borne by the parties involved in the procedure in line with the decision of the complaints committee. The dispute value which has to be determined by the complaints committee in line with the relevant application of the cost regulations or Code of Civil Procedure, the Law on Court Costs and - if the appellant was represented by an attorney - the RVG (Attorney Remuneration Law) shall be deemed as the dispute value forming the basis for the calculation of the fees.
10. The chairperson of the complaints committee shall report to the Associates' and Delegates' Assembly on the transacted proceedings.

Berlin, 21 June 2017²

² as amended on 10/06/2026