

# SOCAN CODE OF CONDUCT



## OUR SERVICE COMMITMENT TO YOU, OUR LICENSEES

### AT SOCAN, OUR STAFF...

- ▶ Are trained professionals who pride themselves on our commitment to our customers
- ▶ Are courteous and professional, and conduct business fairly and transparently
- ▶ Act in accordance with SOCAN's strict privacy policy
- ▶ Are partners in your business

If for any reason you are unhappy with our service, please submit a complaint to:

#### **QUALITY ASSURANCE MANAGER**

Licensing Department, SOCAN  
41 Valleybrook Drive  
Toronto, ON  
M3B 2S6

Or email us at [qualityinlicensing@socan.ca](mailto:qualityinlicensing@socan.ca)

Our goal is to resolve your issue as quickly as possible within 10 business days.

# SOCAN