

## NOTICE & TAKE DOWN POLICY

It is the policy of the Royal Academy of Music to immediately suspend access to content that is subject to complaint while that complaint is verified.

This is also in accordance with the Electronic Communications Act 2000 and EU Copyright Directive 2001. Although all efforts have been made to ensure that material that infringes the law will not be present on the Royal Academy of Music's website, the risk cannot be entirely eliminated. A variety of measures have been taken to minimise and manage risk; please see our [Terms and Conditions](#).

If you believe that you are the copyright owner/representative of the copyright owner of any material on this website and do not consent to the use of such material in accordance with our terms and conditions, or if you believe material on the website to be offensive or defamatory, please submit your complaint by completing the following form.

### Take Down Notice form

On receipt of a complaint, the Academy's Management Information Coordinator will:

- Acknowledge receipt by email within 5 working days.
- Suspend use of the material subject to complaint and temporarily remove it from the Academy's website.
- Where necessary seek to verify the identity and authority of the complainant.
- Make an initial assessment of the validity of the complaint.
- Where necessary, seek further legal advice from the Royal Academy of Music's legal advisors.
- If the complaint is upheld, permanently remove the material in question from the Academy's website.
- If the complaint is upheld, end any further use of the material in question.
- Provide a written response and confirmation of action taken for complaints both upheld and for those which are not.

### Terms and Conditions