

Terms of Reference

The Marketing in Australia of Infant Formulas; Manufacturers and Importers (MAIF) Agreement Complaints Committee terms of reference are to:

- Receive complaints and decide whether they are in-scope or out-of-scope of the MAIF Agreement
- Investigate complaints against members of the MAIF Agreement and decide if a breach has occurred for in-scope complaints
 - If a breach has occurred, the company will receive a letter advising of the decision.
 - Decisions of the MAIF Complaints Committee will be by majority.
- Develop, manage and amend guidelines on the interpretation and application of the MAIF Agreement as needed
- Give advice on the MAIF Agreement to relevant Australian Government Minister as needed.

Secretariat functions

The Secretariat to the MAIF Complaints Committee will:

- Receive complaints made against the MAIF Agreement
- Determine a scope and then give its assessment of the complaint to the MAIF Complaints Committee for ratification
- Act as a liaison point for MAIF Agreement issues
- Organise committee meetings, travel, venue arrangements and sitting fee payments
- Prepare agenda papers and minutes for meetings
- Prepare letters for members and complainants

- For in-scope complaints members receive a letter informing them of the MAIF Complaints Committee's consideration. Once considered the complainant will receive a letter notifying them of the outcome.
 - If a complaint is out-of-scope, the complainant will receive a letter informing them of this outcome.
- Maintain and update the MAIF web page on the Department of Health website
- Upload the outcome of complaints onto the Department of Health website after determination
- Prepare an annual report post end of financial year and publish on the Department of Health website
- Update guidelines for interpreting the MAIF Agreement as needed
- Maintain registry of Members of the MAIF Agreement and invite new infant formula companies to become Members of the MAIF Agreement.