**Handling Procedure for complaints of alleged breaches of the Marketing in Australia of Infant Formulas: Manufacturers and Importers (MAIF) Agreement**

**Secretariat registers all complaints received**

**Secretariat makes initial assessment of scope**

**If required, further information is requested from the company and/or the complainant within a 2 week timeframe**

**Committee makes a final determination of scope**

 **In scope**

**Out of scope**

**Company advised of complaint and invited to submit a response within 4 weeks**

**Complainant advised in writing of determination**

**Complaints Committee assesses and makes determination on complaint**

**Company and complainant advised in writing of the outcome of the complaint**

**Complaint outcomes and summary of out of scope complaints**

**published on Department of Health website**