

Date - report received by the TGA	Date of incident/discovered by the reporter	Active ingredients	Category	Dosage form	Defect/ Complaint description	Investigation (AEMDS/supplier summary)	Issue status
10-Nov-19	1-Sep-19	CBD cannabidiol	1	Oral liquid	Lack of efficacy with the 2nd bottle and solution inconsistency, taste and odour, tampered with castor oil and short product shelf life	N/A	No further action required. Issue closed
12-Aug-20	31-Jul-20	█mg/mL CBD/ mg/mL THC	4	Oral liquid	Product solution/oil not usual colour, taste and taste. Different drug effect and other side effects	N/A	No further action required. Issue closed
8-Oct-20	8-Oct-20	CBD cannabidiol	1	Oral liquid	Broken stopper	Stopper type changed by the supplier	No further action required. Issue closed
17-Nov-20	17-Nov-20	THC tetrahydrocannabinol and CBD cannabidiol	Not reported	Flowers, dried	Product underweight and signs of mould	Slight differences between batch are expected due to the flower products being a naturally grown plant. Mould not confirmed	One batch released. Product discontinued. No further investigation
3-Dec-20	19-Nov-20	THC/CBD █% █%	5	Herb, dried	Products containing more leaf than flowers	The manufacturing process of Medicinal Cannabis Dried Herb does not alter the physical natural properties of a Medicinal Cannabis Flower Bud, which naturally include Sugarleaf, attached to the flower buds. The Sugarleaf is an essential portion of a Medicinal Cannabis flower, to maintain its integrity and purity for the benefits of its Therapeutic Use. During the TGO93/100 testing process, each jar received by the testing laboratory, is grounded in its entirety, and samples taken from the grounded mixture to conduct testing.	No further investigation undertaken
22-Mar-21	15-Mar-21	█% THC less than █% CBD	5	Herb, dried	Foreign matter, suspect insect chrysalis or fungus	Complaint unsubstantiated - microbial testing result (of retention sample) provided by supplier	No further investigation undertaken
24-Mar-21	24-Mar-21	Not provide	unknown	Oral liquid	Expired product sent by company with a letter medicine is valid for 10 months after expiry	No investigation undertaken - advice from MC team regarding stability and shelf life	Closed out
1-Apr-21	Oct 2020 approx.	█% THC (+/- █%), less than █% CBD	5	Herb, dried	Adverse reactions and noted difference in product (flower) appearance	Supplier statement - as this a plant, there will be some batch to batch variation	Closed out
9-Jun-21	22-Mar-21	█% w/w delta-9-tetrahydrocannabinol	5	Flowers, dried	Variation in quality (visual appearance) of flowers in the batch, low quality reduced efficacy	Noted for monitoring, not evidence of quality issue	Issue noted for monitoring and closed out
10-Jul-21	3-Jun-21	THC █%	5	Flowers, dried	Short product shelf life and potentially already expired	No investigation undertaken - reporter advised regarding product stability and shelf life	Information provided to reporter and issue closed out

7-Sep-21	7-Sep-21	█% w/w delta-9-tetrahydrocannabinol	5	Flowers, dried	Mouldy product	Unable to initiate investigation	Issue closed out - no response from the reporter
21-Sep-21	Not provided	█% THC	5	Flowers, dried	Mouldy product	Unable to initiate investigation	Issue closed out - no response from the reporter
7-Sep-21	2-Sep-21	█% THC	5	Flowers, dried	Low quality and should not be for sale	Info provided to reporter - advised reporter to contact the product supplier	Issue closed out
6-Sep-21	5-Sep-21	█% CBD	1	Flowers, dried	8.1g instead of 10G	Info provided to reporter - advised reporter to contact the product supplier	Issue closed out
25-Feb-22	19-Feb-22	█% THC	5	Flowers, dried	Mouldy product		Issue closed out
3-May-22	2-May-22	█% THC	5	Flowers, dried	Mouldy product		Issue closed out
6-May-22	28-Feb-22	█% THC	5	Flowers, dried	Mouldy product		Issue closed out
16-Jun-22	31-May-22	█% THC	5	Flowers, dried	Mouldy product	Issue similar to medicine defect investigated earlier, no evidence of product quality issue	Issue closed out
11-Feb-22	7-Feb-22	█% THC	5	Flowers, dried	Product appearance variation - offcuts of the flower, different from previous product from different batch	Response provided to reporter	Issue closed out
15-Jun-22	15-Jun-22	█% CBD and █% THC	2	Oral liquid	Product appearance variation - dark brown colour and thin watery liquid	Investigation ongoing - awaiting final investigation report from the supplier	Ongoing