

INTERNAL USE ONLY

Australian Government
Department of Health
 Therapeutic Goods Administration

Office of Product Review

Standard Operating Procedure

Title	Advertising Unit Processing of Complaints Resolution Panel Recommendations to the Secretary, Department of Health
Number	R13/1000440
Process Owner / Clearance Officer	Advertising Unit
Authorised	Dr Jane Cook, Head OPR
Date issued	June 2014
Version #	1.0

Version history

Version	Description of change	Author/s	Effective date
V1.0	This document replaces the SOP at R11/518667 March 2012 version. It includes time frames, a risk management approach as well as the Advertising Work Management System (AWMS)	██████████ (Advertising Unit)	June 2014

Pages 2-5 inclusive exempt in full under section 22(1) of the FOI Act (irrelevant)

s22(1)



4.5. Decision “not to proceed” with a regulation 9 order

s22(1)



4.5.3. Where the Delegate has agreed **not to proceed** with a regulation 9 order, the decision should be recorded in the AWMS and the Compliance Officer is to draft letters to the following persons:

- 4.5.3.1. The Complainant – letter should not include reasons but should advise that we are satisfied that compliance has been achieved and that we have received a commitment not to advertise these representations again (Refer to letter template [R13/959839](#))

s22(1)



Pages 7-9 inclusive exempt in full under section 22(1) of the FOI Act (irrelevant)