

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 determine whether they are in-scope or out-of-scope of the MAIF Agreement;
- For in-scope complaints, investigate complaints against Members (signatories of the MAIF Agreement) and determine if a breach of the MAIF Agreement has occurred:
 - If a complaint is considered a breach, a letter will be sent to the signatory advising of this 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; and
- Provide advice on the operation of the MAIF Agreement to the relevant Australian Government Minister as needed.

Secretariat functions

The Secretariat to the MAIF Complaints Committee will:

- Receive complaints made against the MAIF Agreement.
- Make an initial assessment of whether scope can be determined, and then provide its assessment of the complaint to the MAIF Complaints Committee for ratification.
- If unable to determine if a complaint is in or out of scope of the MAIF Agreement, submit the complaint to the MAIF Complaints Committee to determine if it is within scope of the MAIF Agreement and subsequently to assess whether a breach has occurred.
- Act as a liaison point for issues relating to the MAIF Agreement;
- Organise the MAIF Complaints Committee meetings including travel and venue arrangements and sitting fee payments.
- Prepare agenda papers and minutes for meetings.
- Prepare letters on behalf of the MAIF Complaints Committee to Members and complainants.

- If a complaint is considered to be in-scope, a letter will be sent to the complainant informing them the complaint will be considered by the MAIF Complaints Committee. Once considered by the MAIF Complaints Committee, a letter will be sent to the complainant notifying them of the outcome.
 - If a complaint is considered out-of-scope, a letter will be provided to the complainant 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 interpretation of the MAIF Agreement as necessary.
- Maintain registry of Members of the MAIF Agreement and invite new infant formula companies to become Members of the MAIF Agreement.