

Form AC1 — Code of Practice Complaint Form

Return This Form To —
a: GPO Box 960, Sydney, NSW, 2001
e: national.office@adia.org.au
f: 1300 934 794

Format Of Complaint —

All complaints alleging that a member of the Australian Dental Industry Association (ADIA) has acted in a manner that is inconsistent with the ADIA Code of Practice must be in writing. This cover sheet must be used when lodging a complaint and each field must be completed in full and returned to the ADIA national office.

Additional Documentation —

In most cases the complaint must be accompanied by additional information that is used as evidence in the complaints management process. This may include:

- Business and / or product brochures;
- Printed advertisements; and
- Screenshots of webpages (where the URL is visible).

When these are supplied they should be accompanied by additional information that clearly states the date/s of distribution and / or publication and, if possible, the audience or means of distribution.

Please note that in the event that this documentation is not provided the complaint may, subject to legal advice, not be considered due to a lack of substantiating evidence.

Declaration —

In making this declaration I warrant that:

- The information contained in this declaration is correct; and
- if submitting this complaint on behalf of a business I am authorised to do so.

Signature —

Date —

Complainant (Your) Details —

This Complaint Is Lodged On Behalf Of —

[.....] A Business [.....] An Individual

Title —

[.....] Mr [.....] Ms [.....] Dr Other:

Name —

Position / Job Title —

Organisation —

Postal Address —

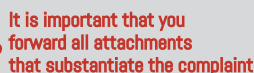
Business Telephone —

Mobile Telephone —

Email Address —

ADIA

Australian Dental Industry Association Limited
National Office: GPO Box 960, Sydney, NSW, 2001
Government Affairs: GPO Box 1, Canberra, ACT, 2601
t: 1300 943 094 f: 1300 943 794
e: national.office@adia.org.au
www.adia.org.au



Supporting Document/s —

Please provide detailed information about the timing of the activity, when it occurred and how / where it occurred (e.g. venue, publications, etc.)

[.....] Yes [.....] No [.....] Don't Know

The ADIA Code of Practice sets the principles that regulates the interaction of ADIA member businesses with healthcare professionals, these principles are:

- Members must at all times comply with the provisions of all relevant legislation;
- Members must not engage in unethical behaviour, misleading or deceptive conduct, or unfair or unconscionable business practices; and
- Members must always respect the ethical requirements and code of practice which apply to healthcare professionals.

The ADIA Code of Practice also promotes the concept of good health incorporating the quality use of therapeutic products which is based upon genuine consumer health needs and supported by the ethical conduct of all parties. The quality use of therapeutic products means:

- Selecting diagnostic and treatment options wisely based upon the best available evidence and consumer's needs;
- Choosing suitable therapeutic products if this is considered necessary; and
- Using therapeutic products safely and effectively.

To the best of your ability, please (in the box to the right) outline how you believe that the marketing / promotional activity (or other business activity) set out in this complaint is inconsistent with these principles.

Disclosure Note —

- Complaints lodged anonymously can not be accepted.
- A consumer or non-industry complainant may elect, in application to the ADIA-CCC Code Complaints Committee, to have their name and indemnity suppressed in correspondence with the respondent, or from public release.