

INDEPENDENT REVIEWER'S COMPLAINT REVIEW PROCESS Supplier raises complaint with Code Arbiter 20 business days **Code Arbiter concludes** investigation 5 business days Code Arbiter makes offer to supplier and notifies retailer/wholesaler 20 business days Supplier refers complaint to independant reviewer 10 business days 10 business days Independant Reviewer notifies Independant Reviewer confirms it will not investigate it will investigate 5 business days 20 business days Independant Reviewer Supplier has 10 business days to accept original offer before concludes review the offer lapses 5 business days 5 business days Independant Reviewer recommends the Code Arbiter **Independant Reviewer** OR confirms original process review the complaint 10 business days 10 business days Code Arbiter confirms Code Arbiter makes Supplier has 10 business days to accept original offer before original outcome new offer the offer lapses Supplier has 10 business days Supplier has 10 business days to accept the original offer before to accept new offer before offer lapses offer lapses These graphics have been adapted from the diagram featured in the Competition and Consumer (Industry Codes -Food and Grocery) Amendment Regulations 2020 Explanatory Statement

