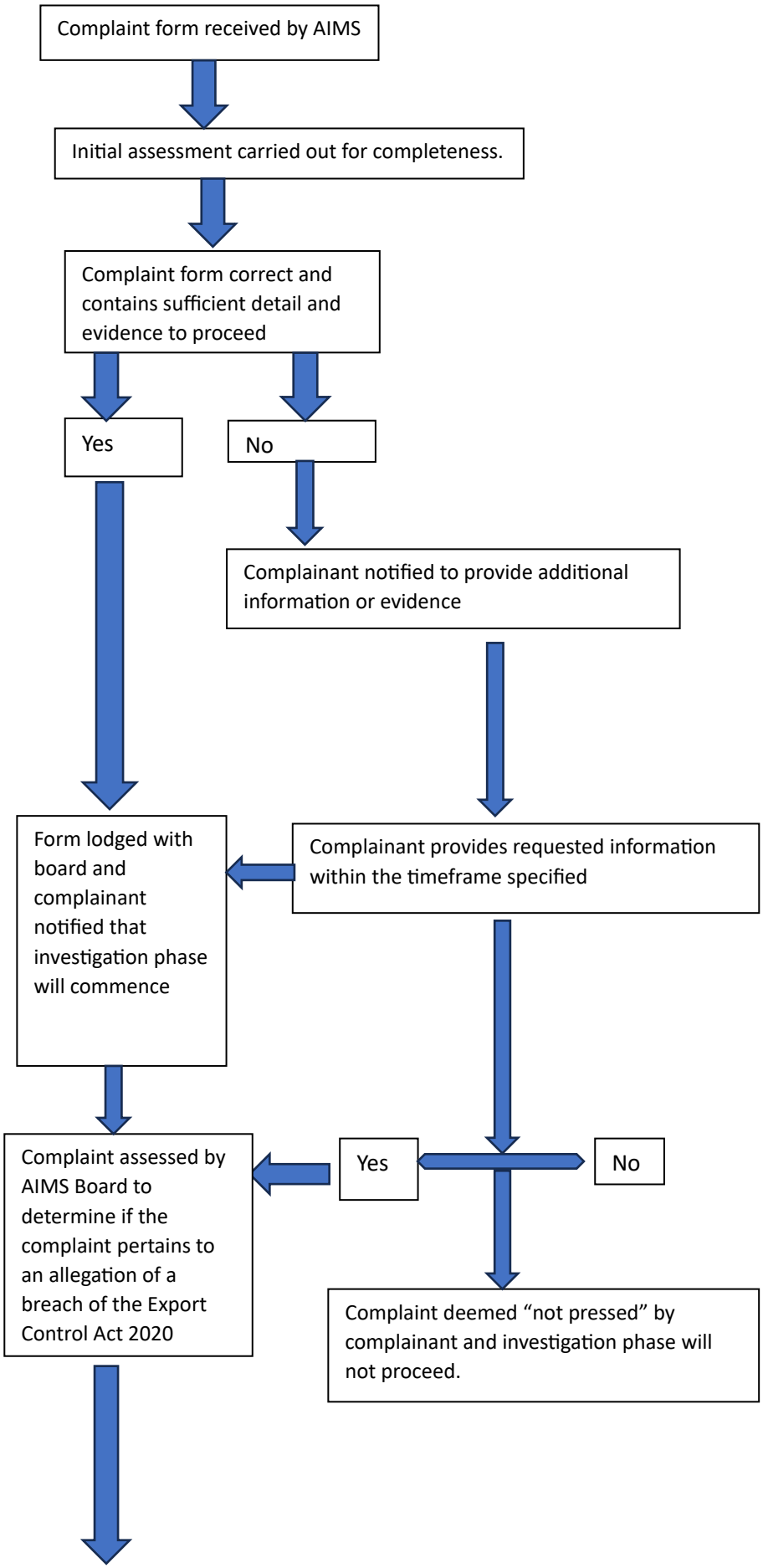
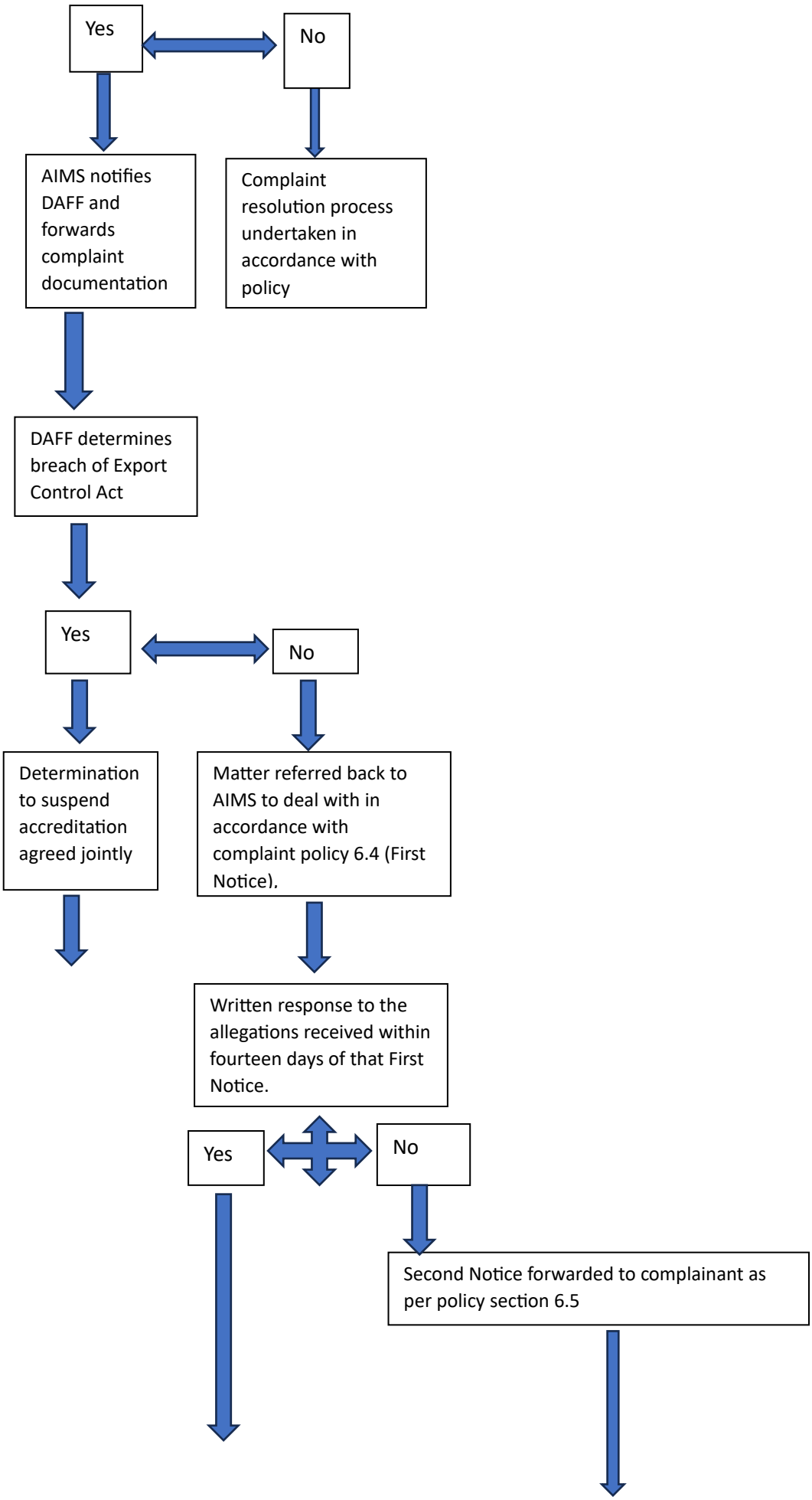
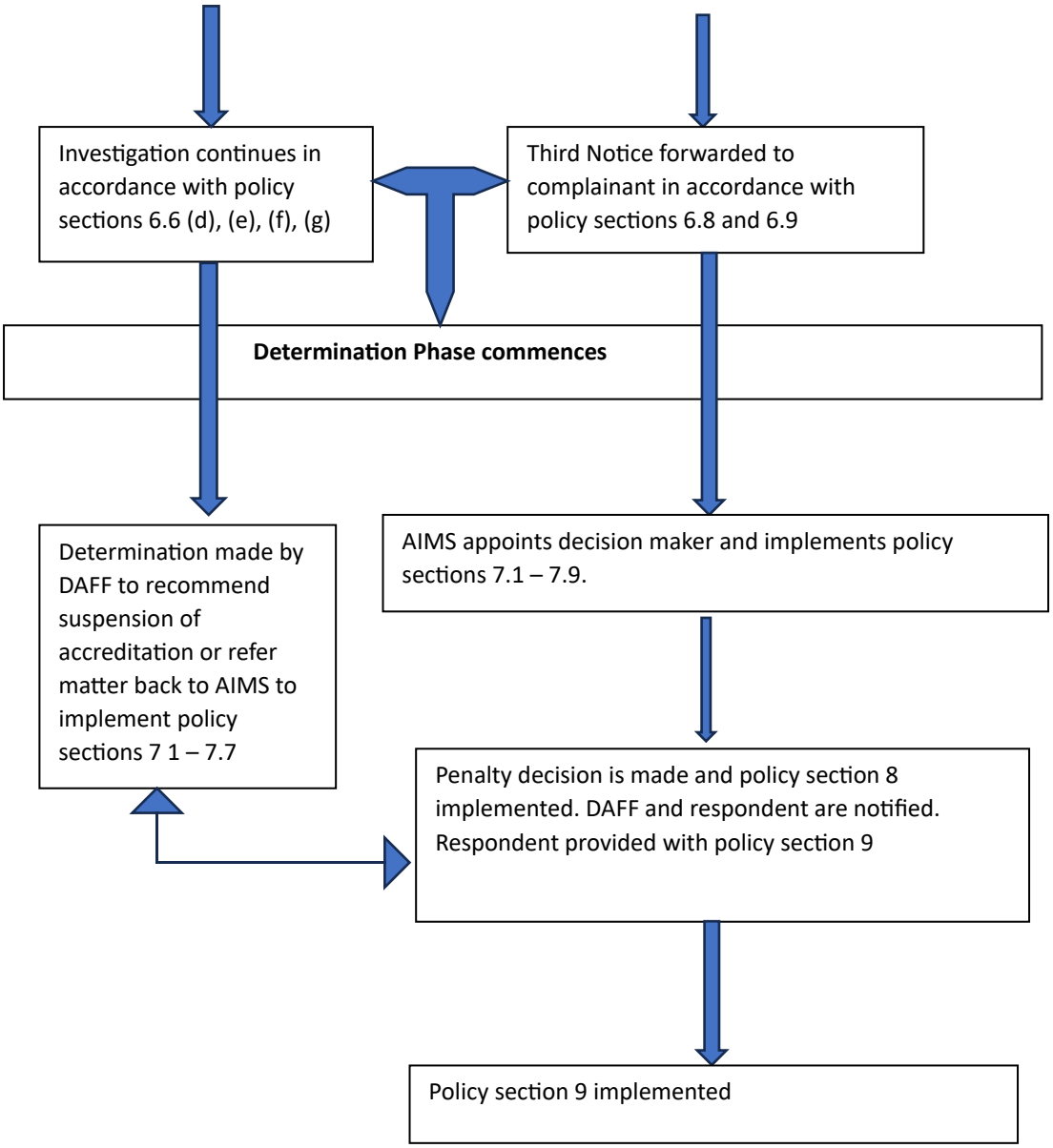

Complaint form received by AIMS
Initial assessment carried out for completeness.
Complaint form correct and contains sufficient detail and evidence to proceed
Yes
No
Complainant notified to provide additional information or evidence
Form lodged with board and complainant notified that investigation phase will commence
Complainant provides requested information within the timeframe specified
Complaint assessed by AIMS Board to determine if the complaint pertains to an allegation of a breach of the Export Control Act 2020
Yes
No
Complaint deemed "not pressed" by complainant and investigation phase will not proceed.


Yes
No
AIMS notifies DAFF and forwards complaint documentation
Complaint resolution process undertaken in accordance with policy
DAFF determines breach of Export Control Act
Yes
No
Determination to suspend accreditation agreed jointly
Matter referred back to AIMS to deal with in accordance with complaint policy 6.4 (First Notice).
Written response to the allegations received within fourteen days of that First Notice.
Yes
No
Second Notice forwarded to complainant as per policy section 6.5


Investigation continues in accordance with policy sections 6.6 (d), (e), (f), (g)
Third Notice forwarded to complainant in accordance with policy sections 6.8 and 6.9
Determination Phase commences
Determination made by DAFF to recommend suspension of accreditation or refer matter back to AIMS to implement policy sections 7 1 – 7.7
AIMS appoints decision maker and implements policy sections 7.1 – 7.9.
Penalty decision is made and policy section 8 implemented. DAFF and respondent are notified. Respondent provided with policy section 9
Policy section 9 implemented