

# COMPLAINTS RESOLUTION PANEL

---

Ms Kate Gilbert  
The Type 1 Diabetes Network Inc.  
PO Box 1239  
KENSINGTON VIC 3031

Integrity in Healthcare Advertising

Thursday, 31 January 2008

Dear Ms Gilbert,

The Complaints Resolution Panel (CRP) has received your complaint about an advertisement for DANA Diabecare IISG Insulin Pump, which appeared in the [www.sooilusa.com](http://www.sooilusa.com) in January 2008.

The complaint has been allocated the following reference name and number:

**Complaint 2008/01/011 DANA Diabecare IISG Insulin Pump**

The CRP has been established under the Therapeutic Goods Regulations (Regulation 42R) to consider advertisements and generic information about designated therapeutic goods published in 'specified media', including mainstream print, TV, radio, internet, cinema and outdoor media (Regulation 42ZCAB).

The advertiser has been notified that a complaint about the advertisement for the product has been received. The Complaints Resolution Panel is scheduled to meet each month and considers the complaints as soon as possible.

It should also be noted that the observer to the Panel appointed by the TGA may be entitled to use any information provided to the Panel (whether confidential or not) pursuant to section 61(8) of the *Therapeutic Goods Act*.

For your information, please find enclosed a copy of the Therapeutic Goods Advertising Code, the Complaints Resolution Panel procedures and some relevant clauses from the therapeutic goods legislation (by mail).

You will be kept informed appropriately.

Yours sincerely,



Jr  
Judith Brimer  
Executive Officer

Complaints Resolution Panel

202, Level 22, 141 Walker Street North Sydney NSW 2060 Postal Address TGACC, C/O PO Box 764 North Sydney NSW 2059  
Phone: 61 2 9460 2796 Fax: 61 2 9460 2798 Website: [www.tgacc.com.au](http://www.tgacc.com.au) Email: [jbrimer@tgacc.com.au](mailto:jbrimer@tgacc.com.au)