

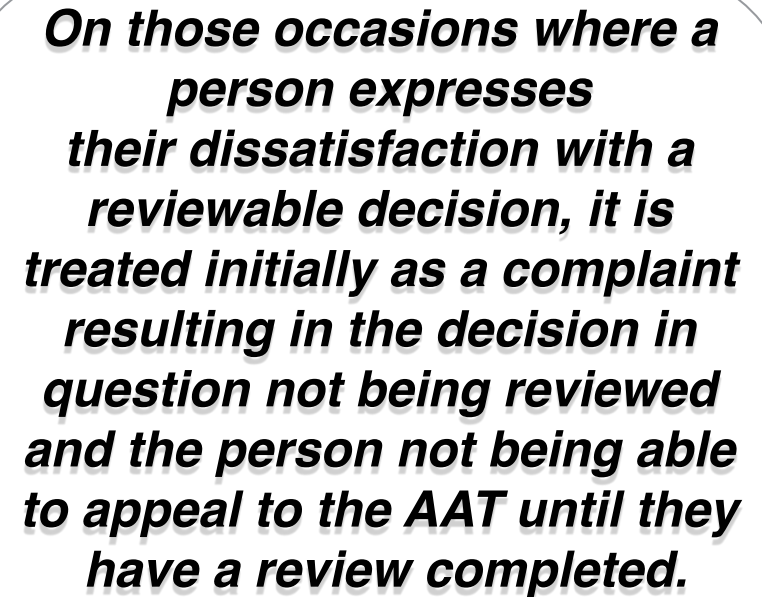
NDIA DECISION REVIEW PROCESS ACCORDING TO JIM HACKER AND SIR HUMPHREY APPLEBY



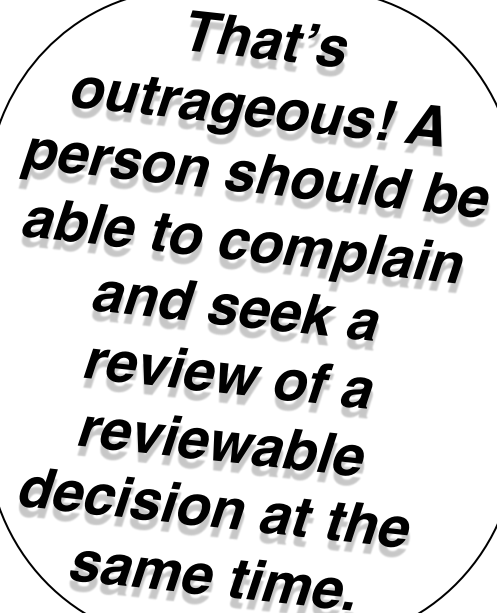
I'm sorry Humphrey, I don't understand why a complaint isn't an appeal of a review request?



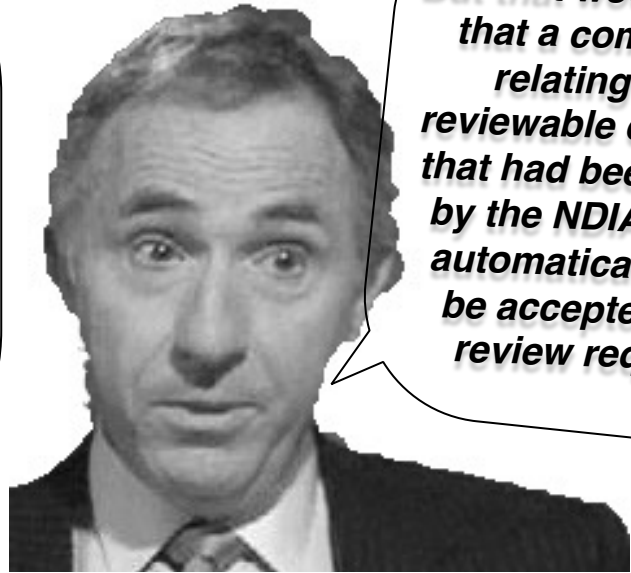
The distinction is important Minister and it's most clear!



On those occasions where a person expresses their dissatisfaction with a reviewable decision, it is treated initially as a complaint resulting in the decision in question not being reviewed and the person not being able to appeal to the AAT until they have a review completed.



That's outrageous! A person should be able to complain and seek a review of a reviewable decision at the same time.



But that would mean that a complaint relating to a reviewable decision that had been made by the NDIA would automatically also be accepted as a review request.



Yes that's right, see to it Humphrey



Yes, Minister.