

Verification Timeframes and Formal Notices

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1. Usual timeframe

Normally, a specific request for further documents or an outcome is provided within 3–6 months after formal submission. Drafts, individual uploads, enquiries and automatic receipts neither start nor satisfy the requirement for a substantive response.

2. Six-month deadline

At six calendar months after the first formal submission, if neither a substantive document request nor an outcome has been issued, record a procedural expiry without an award and generate a formal notice. Retain the original date and reasons. Procedural review may be requested. The outcome does not establish technical nonconformity.

3. Additional documents and subsequent responses

The usual response period is 20 calendar days. One extension, normally no longer than 20 calendar days, may be requested before expiry. After complete additional material is received, state the next response date, normally within three months. Repeated generic notices must not reset the clock indefinitely.

4. Delivery and failure

The application centre retains the full notice, attachments, time and status. Email records reflect actual sending results; a notice must not be marked delivered without successful sending. Notification failure, system faults and access disputes are reviewed against actual records.

5. The clock starts at formal submission

Time runs from the unique formal-submission receipt. Drafts, uploads and enquiries do not start the clock. Retain the first submission time, scope, rule version and document snapshot.

6. Specific requests for additional documents

A response is normally due within 20 calendar days after receipt of the notice. With reasonable grounds, one extension, normally no longer than 20 calendar days, may be requested before the deadline. After

complete additional material is received, state the next response date, normally within three months.

7. No substantive response for six months

If six calendar months have elapsed since the first formal submission without a specific document request or outcome, create a procedural-expiry record without an award and provide a formal notice. This is not technical nonconformity and does not create a public blacklist.

8. Progress updates do not replace a formal response

Automatic receipts, generic progress updates and repetition of the same question cannot reset the first submission date. Once a genuine document request has been issued, the next specific response date must still be met. Waiting cannot be extended indefinitely.

9. Review of procedures and decisions

System faults, missing notices and disputed formal decisions may be submitted for procedural review or reconsideration under the applicable procedure. Requests are normally made within 30 calendar days after receipt of the decision and are handled free of charge.

10. Records, administration and correction

For matters covered by this document, records must retain the application or case number, specific product and market, version used, documents and page references, responsible personnel, material dates, reasons and formal notices. Personal information and trade secrets are handled according to access permissions. Questions about a record may be raised through correction, complaint or reconsideration channels available to an entitled applicant. Submission alone does not alter an existing decision or licence. The outcome is determined by the formal notice and current record.

11. Effective date, application and version control

Version 2.0 of this document is published and takes effect on 19 October 2026. It applies to relevant matters formally submitted after that date. Existing applications retain their original snapshot and rules. Material changes are notified separately and handled under transitional arrangements; new conditions are not retrospectively inserted into historical decisions. Website and downloadable texts must agree. Superseded versions identify their replacement, and name or wording corrections are recorded separately from substantive amendments.