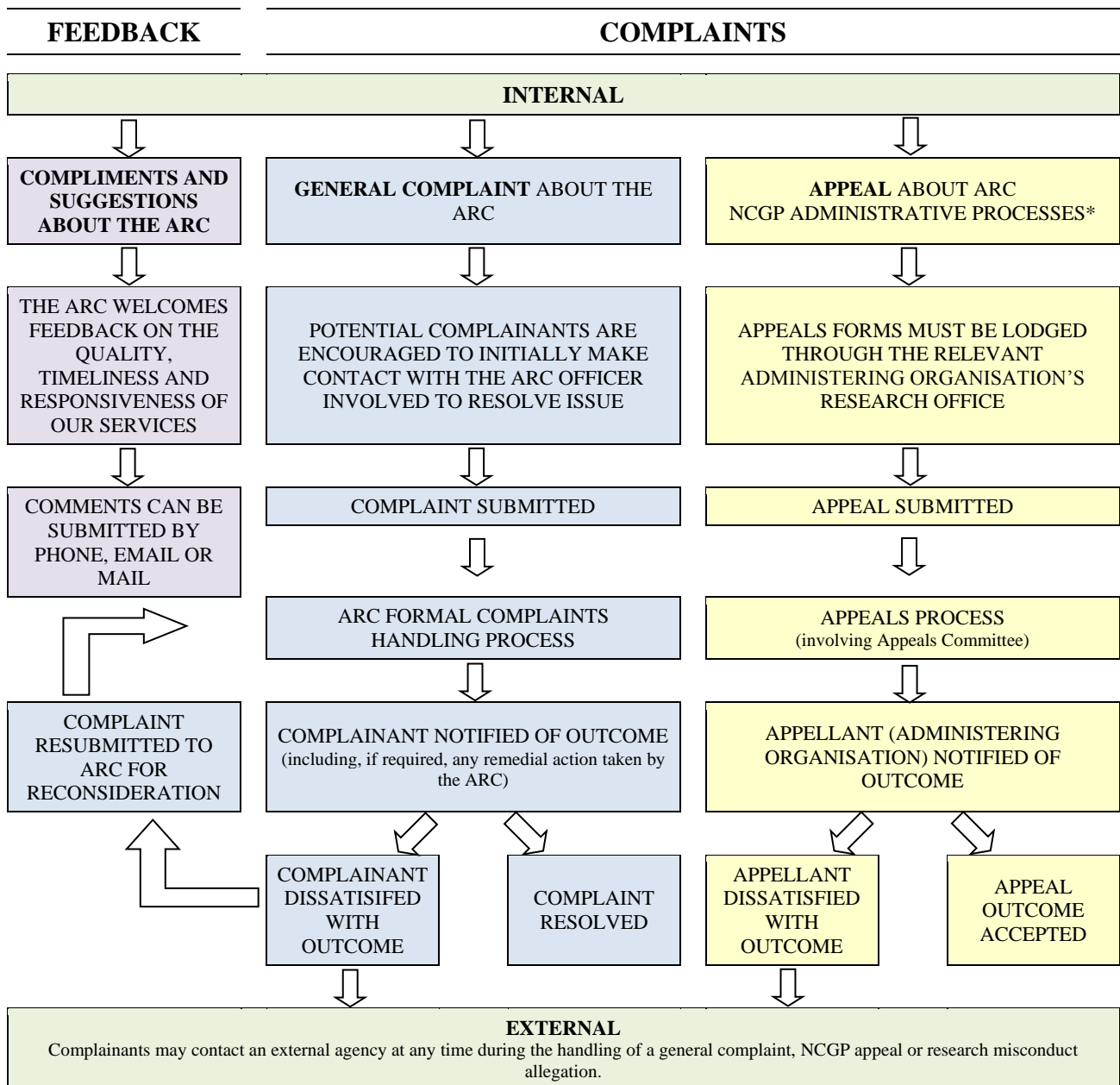


Overview of the ARC Feedback and Complaints Handling Processes



* While ARC will only accept NCGP appeals against administrative process issues, additional external avenues of appeal are available to applicants. Note: Appellants may seek from the ARC reasons for ARC decisions at any time during each of the complaints handling processes.