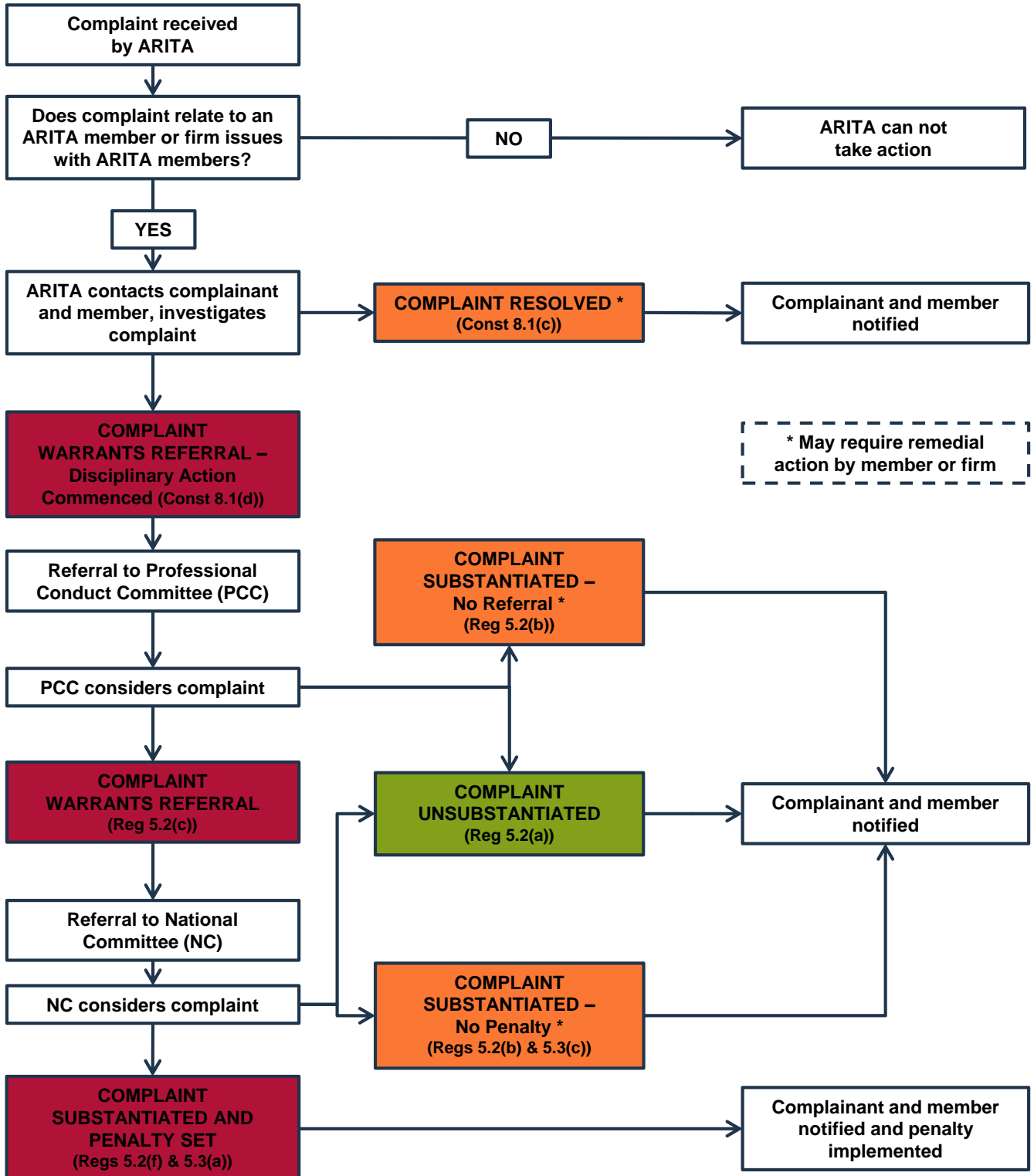


# ARITA Complaints Investigation Process - Overview



Timeframe: the majority of complaints are addressed within 3 months, delays in obtaining information and more complex complaints (such as those referred to the PCC and NC) may require additional time.