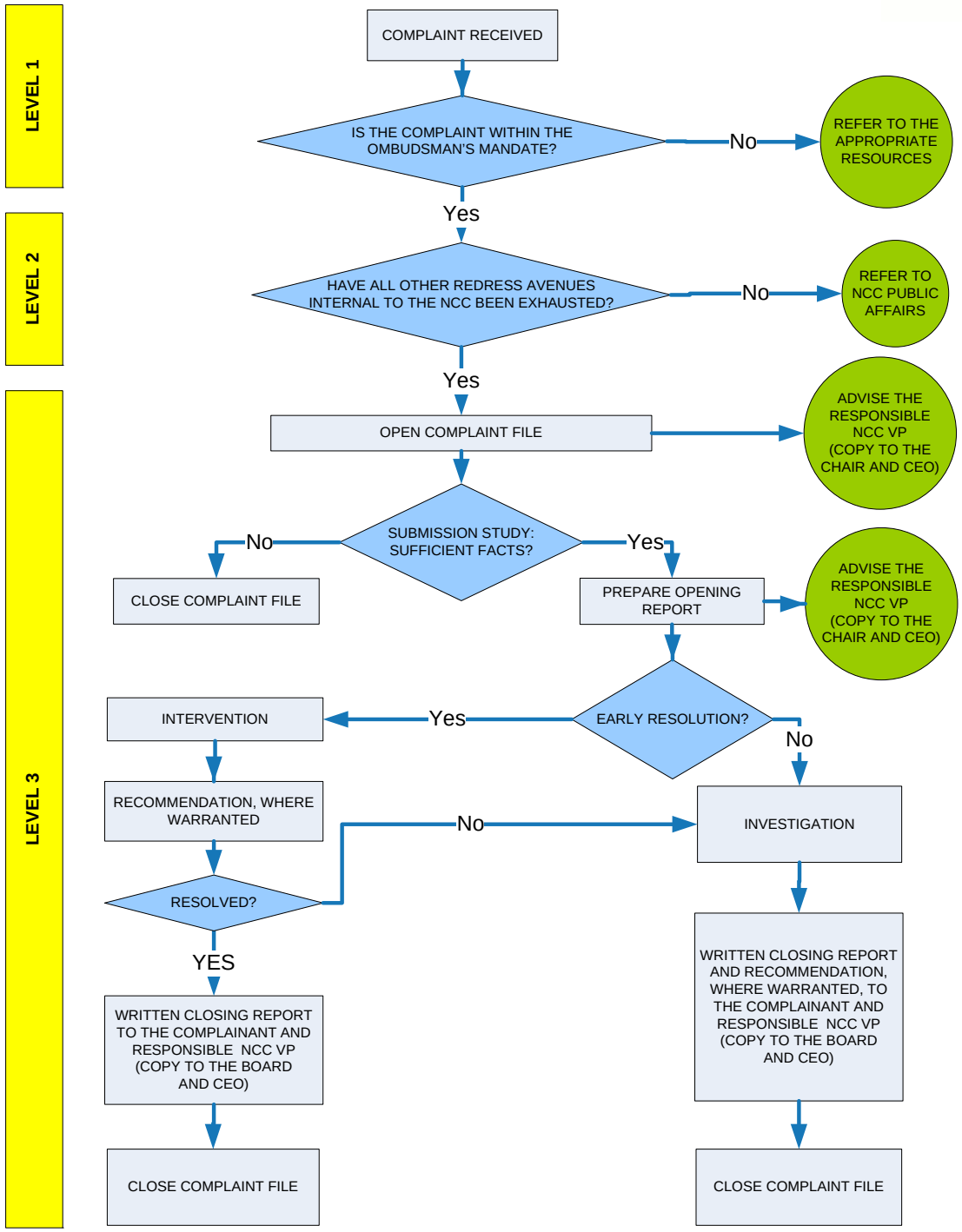NCC OMBUDSMAN
COMPLAINT-HANDLING PROCESS