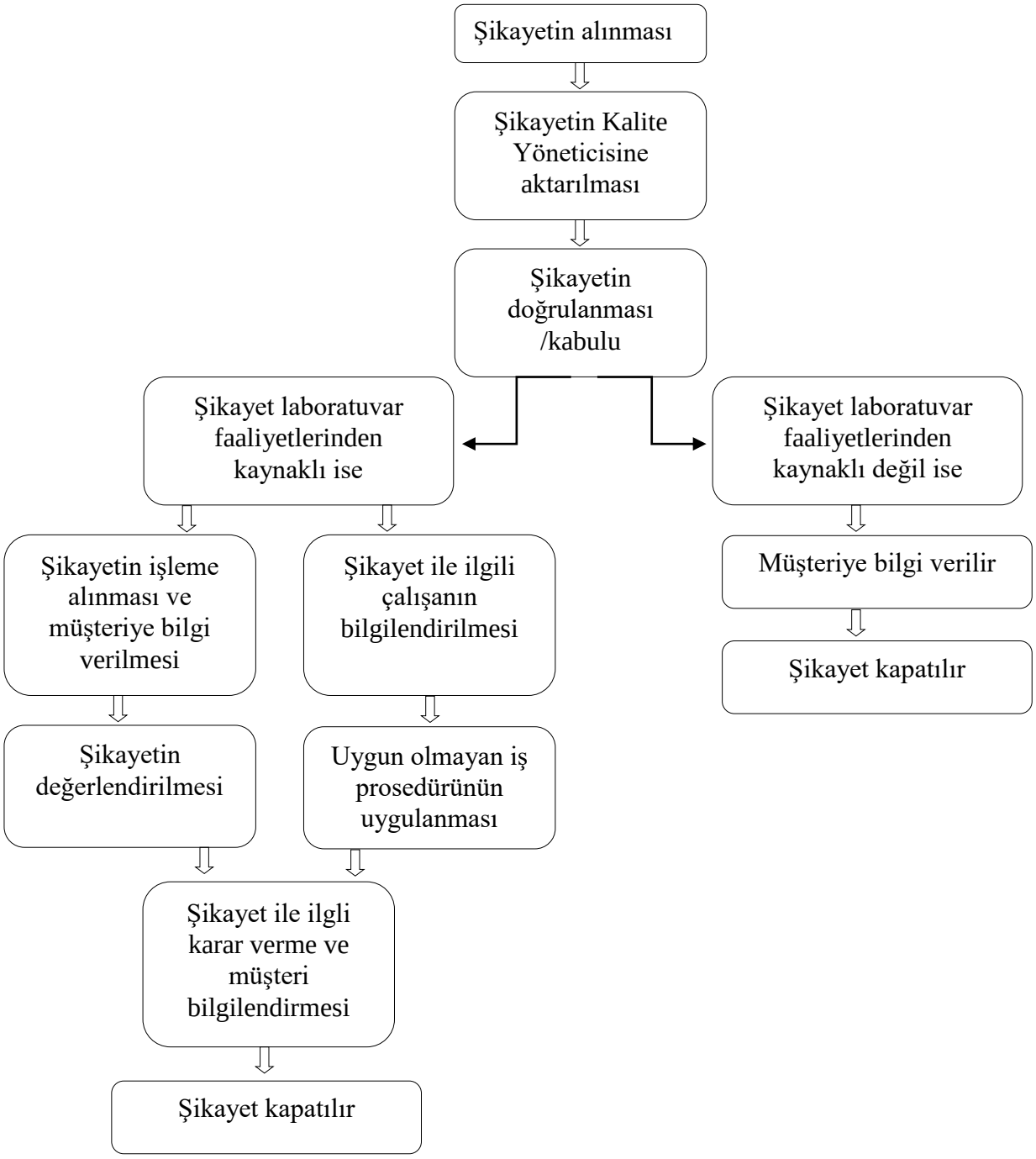Şikayet Süreç Şeması