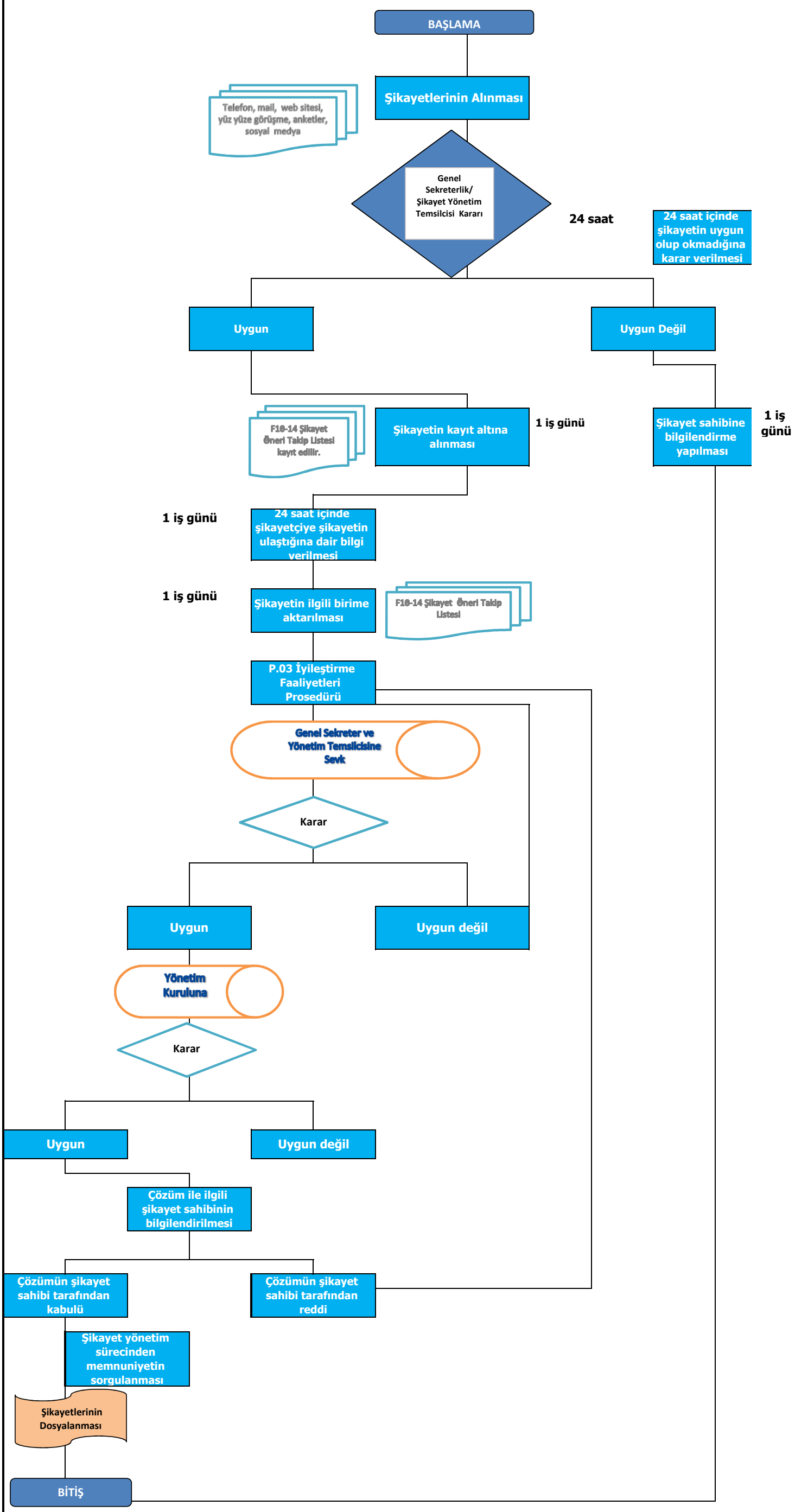ŞİKAYET YÖNETİM ŞEMASI