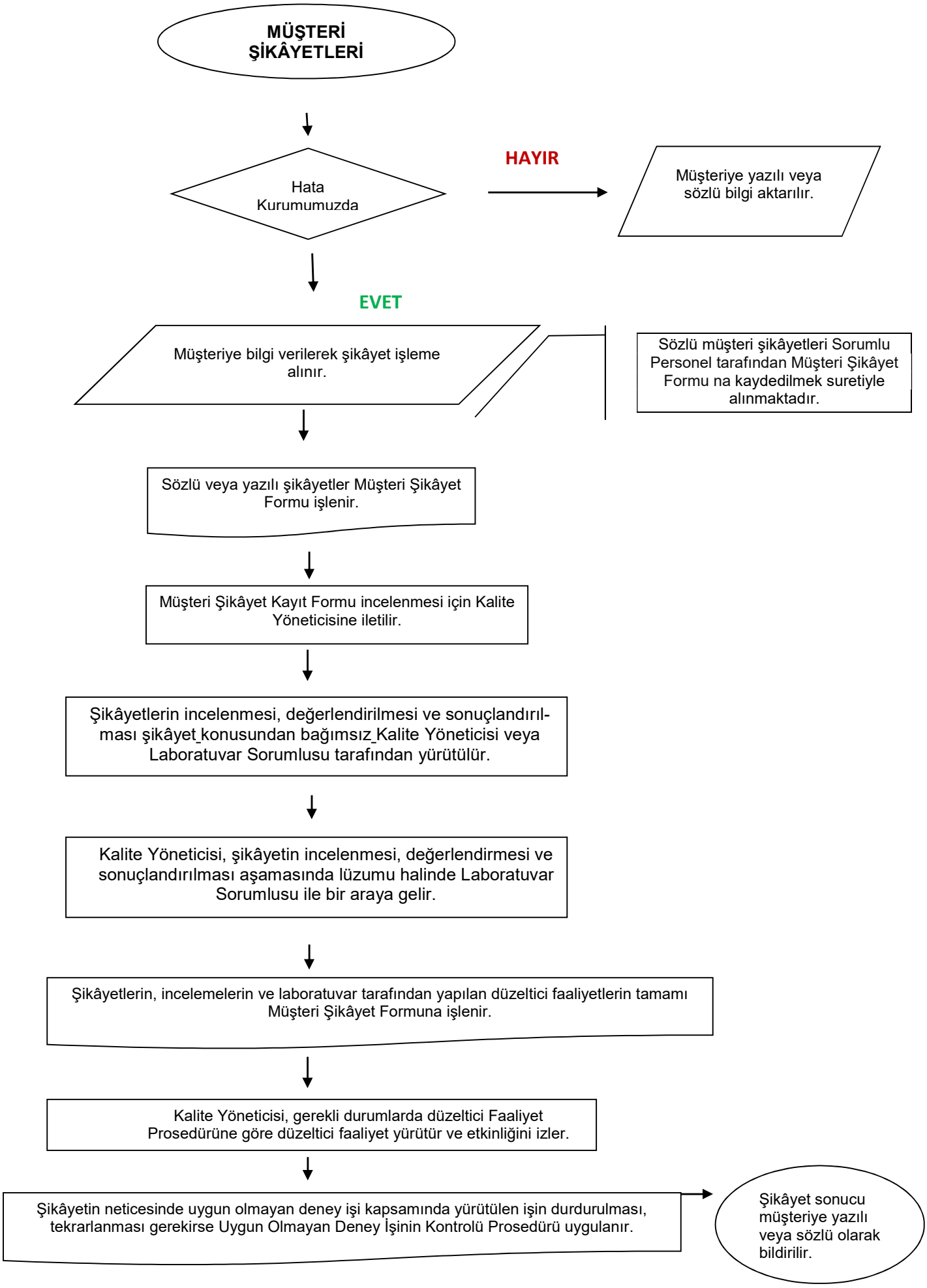Şikâyet Proses Akışı