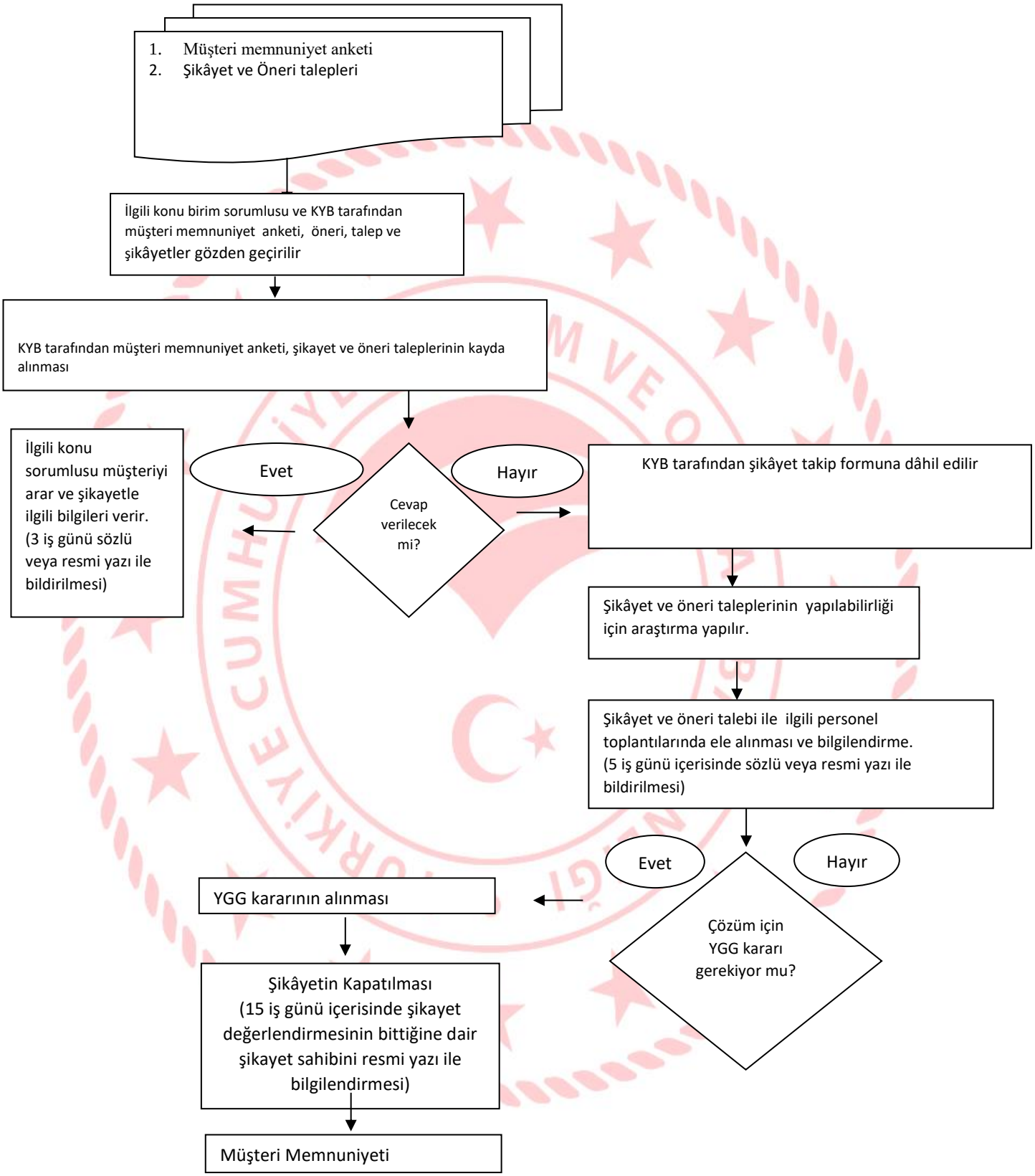Şikâyet İş Akış Şeması