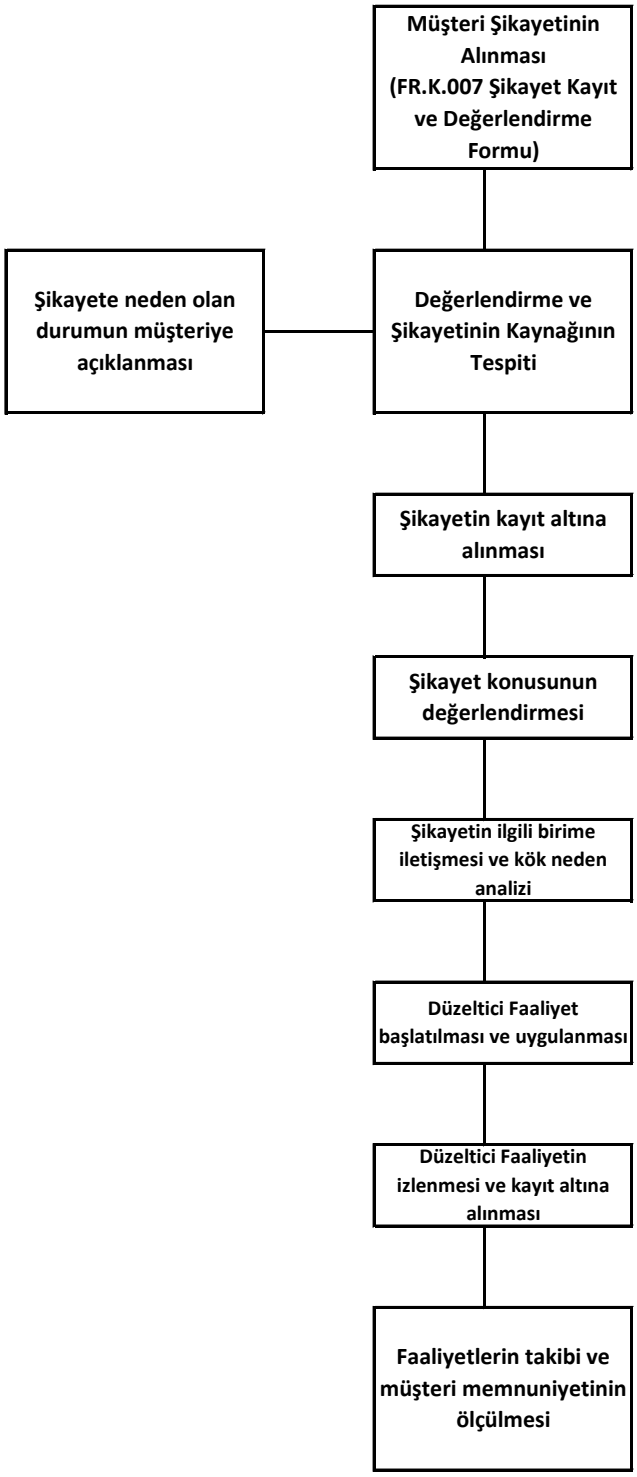ŞİKAYETLERİN ELE ALINMASI PROSESİ