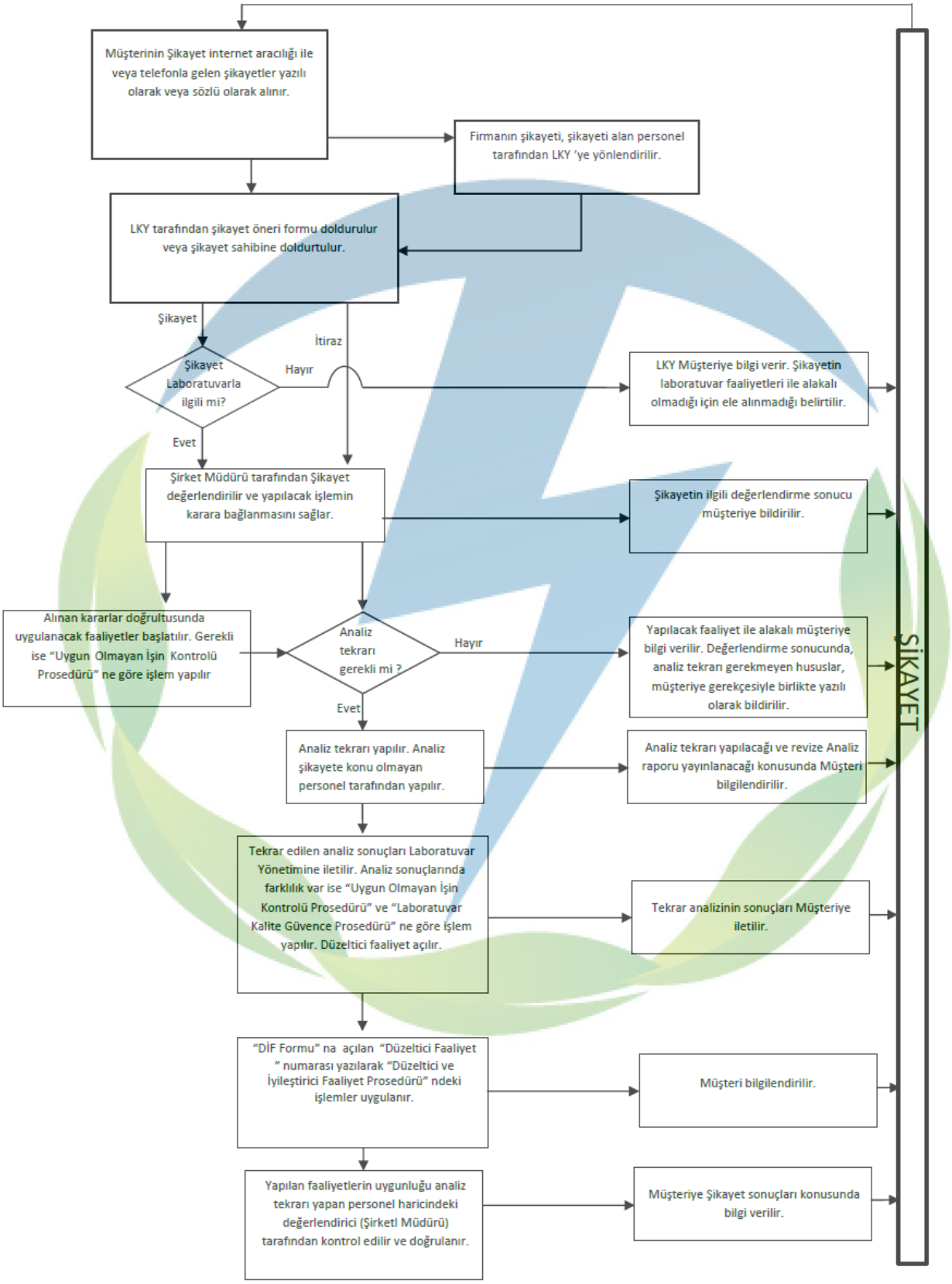ŞİKÂYET PROSESİ