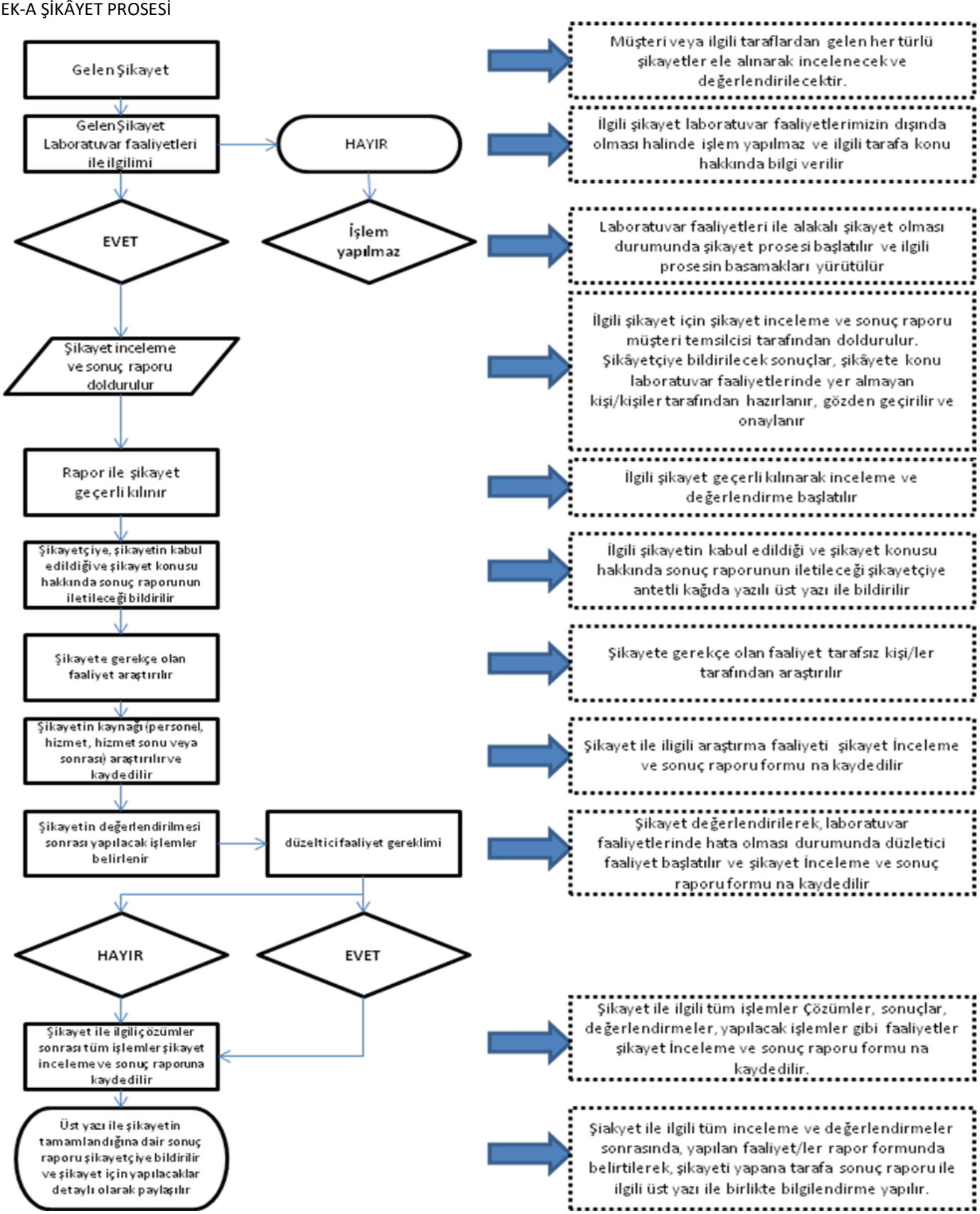EK-A ŞİKÂYET PROSESİ