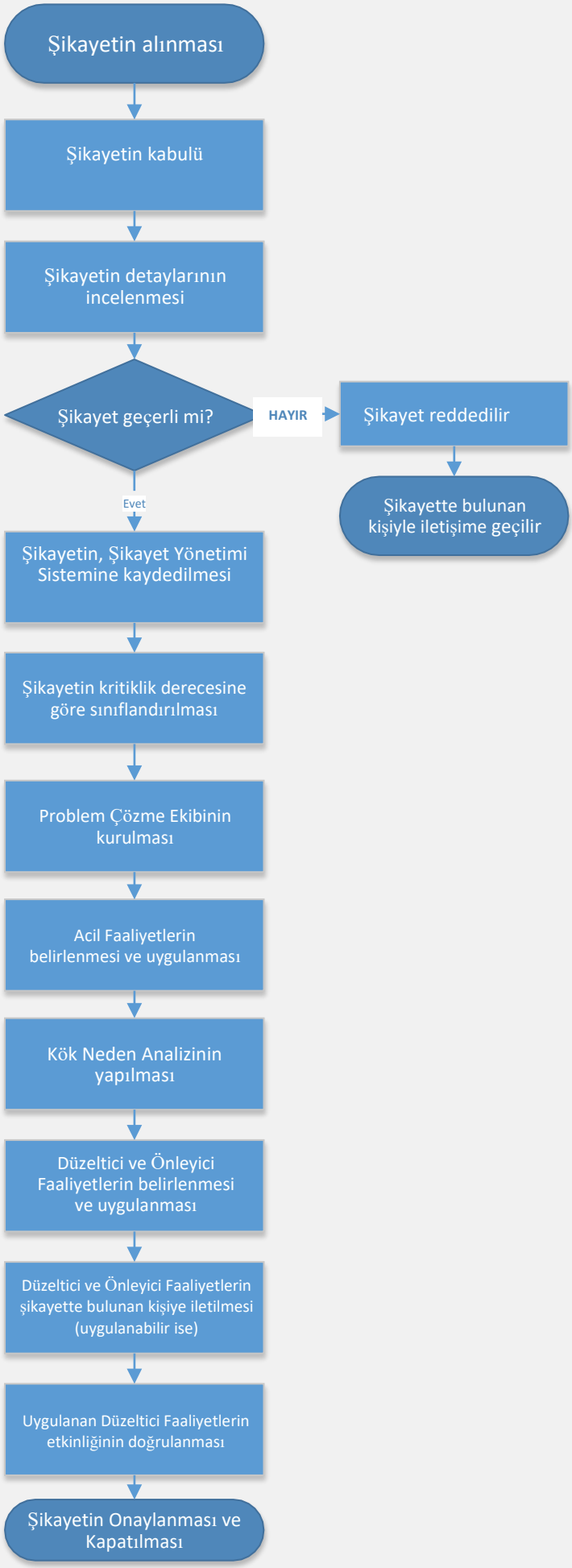# Şikayet Yönetimi Süreci