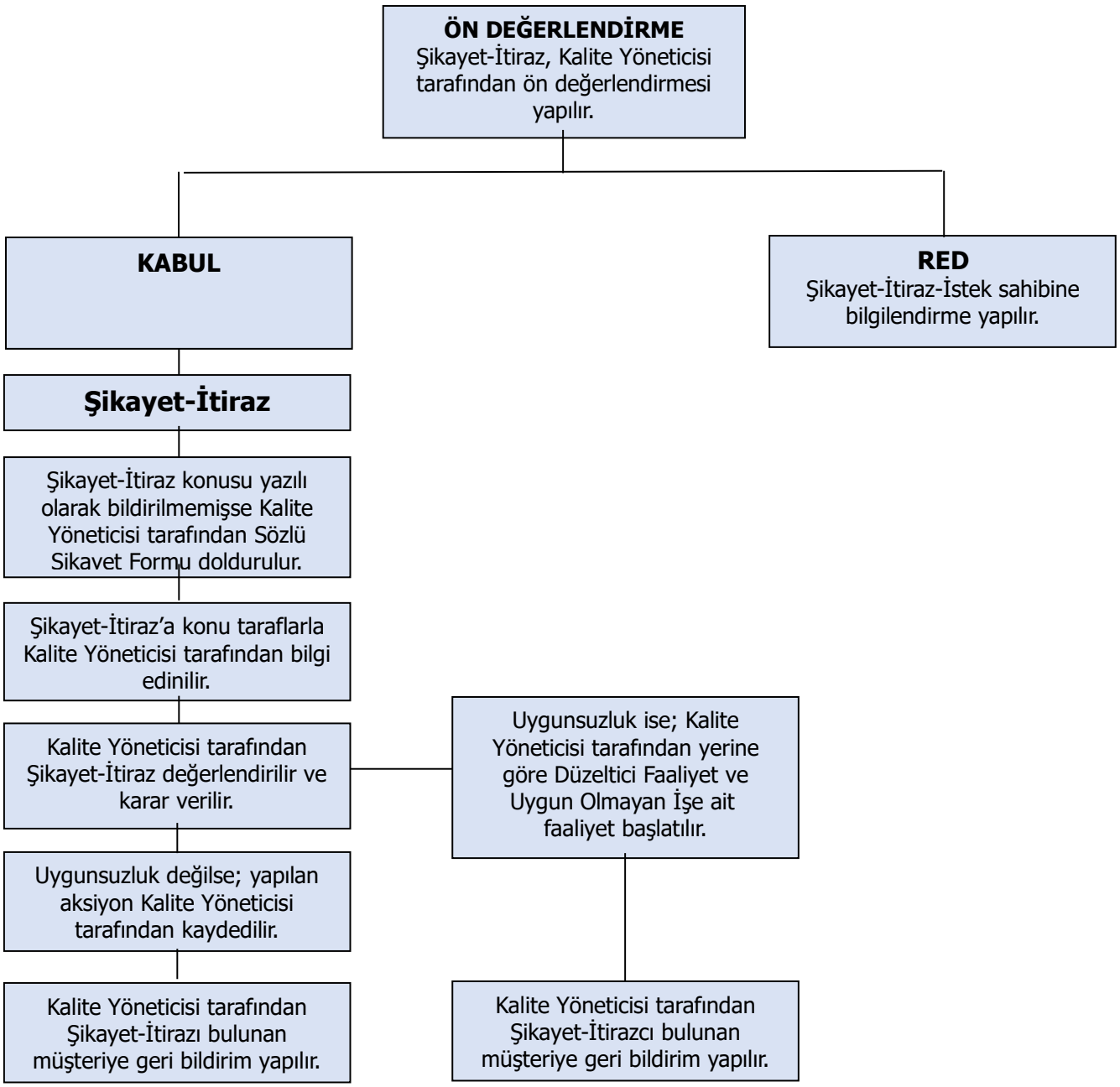ŞİKAYET/İTİRAZ AKIŞ DİYAGRAMI