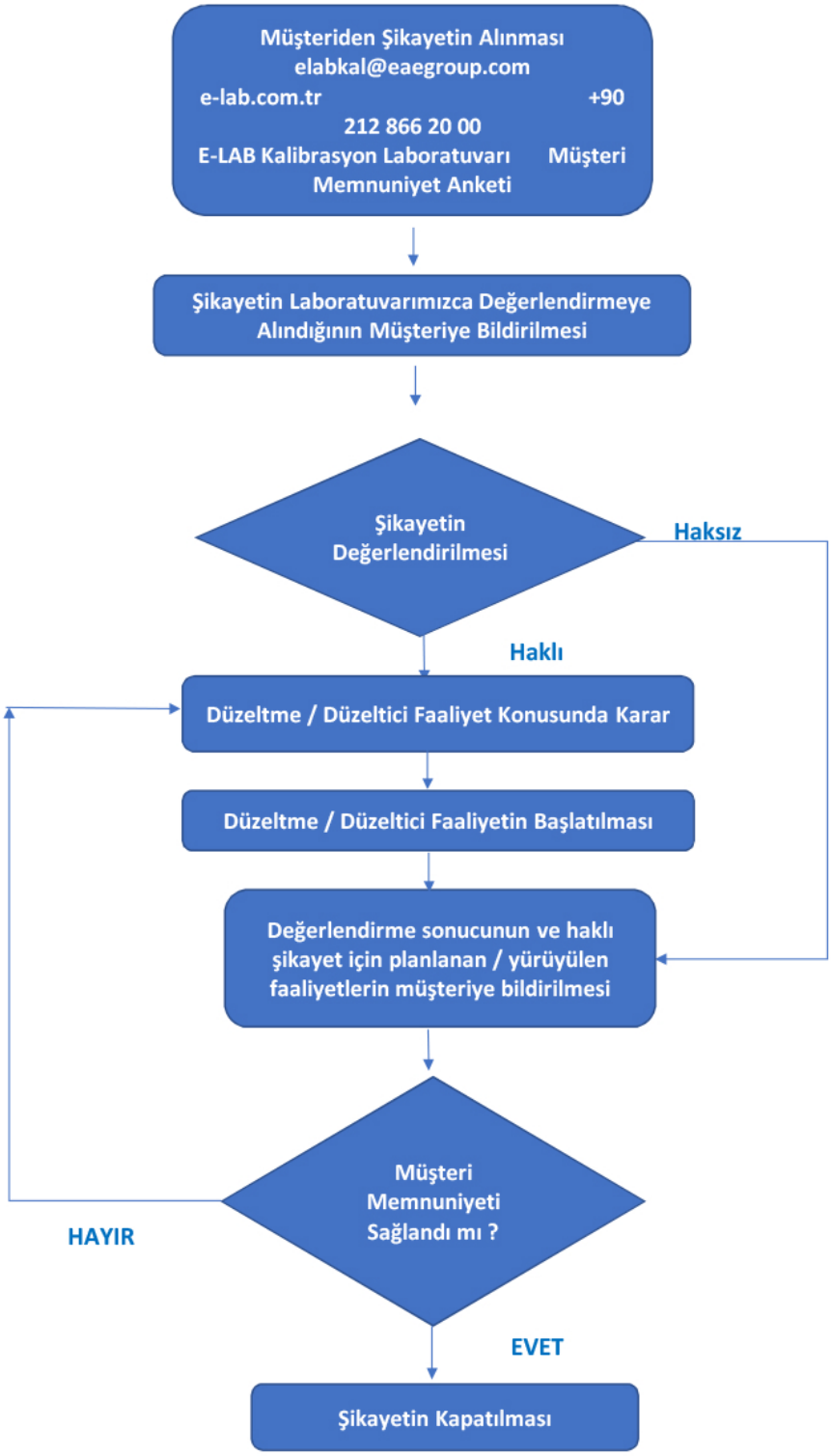Şikayet İş Akış Diyagramı