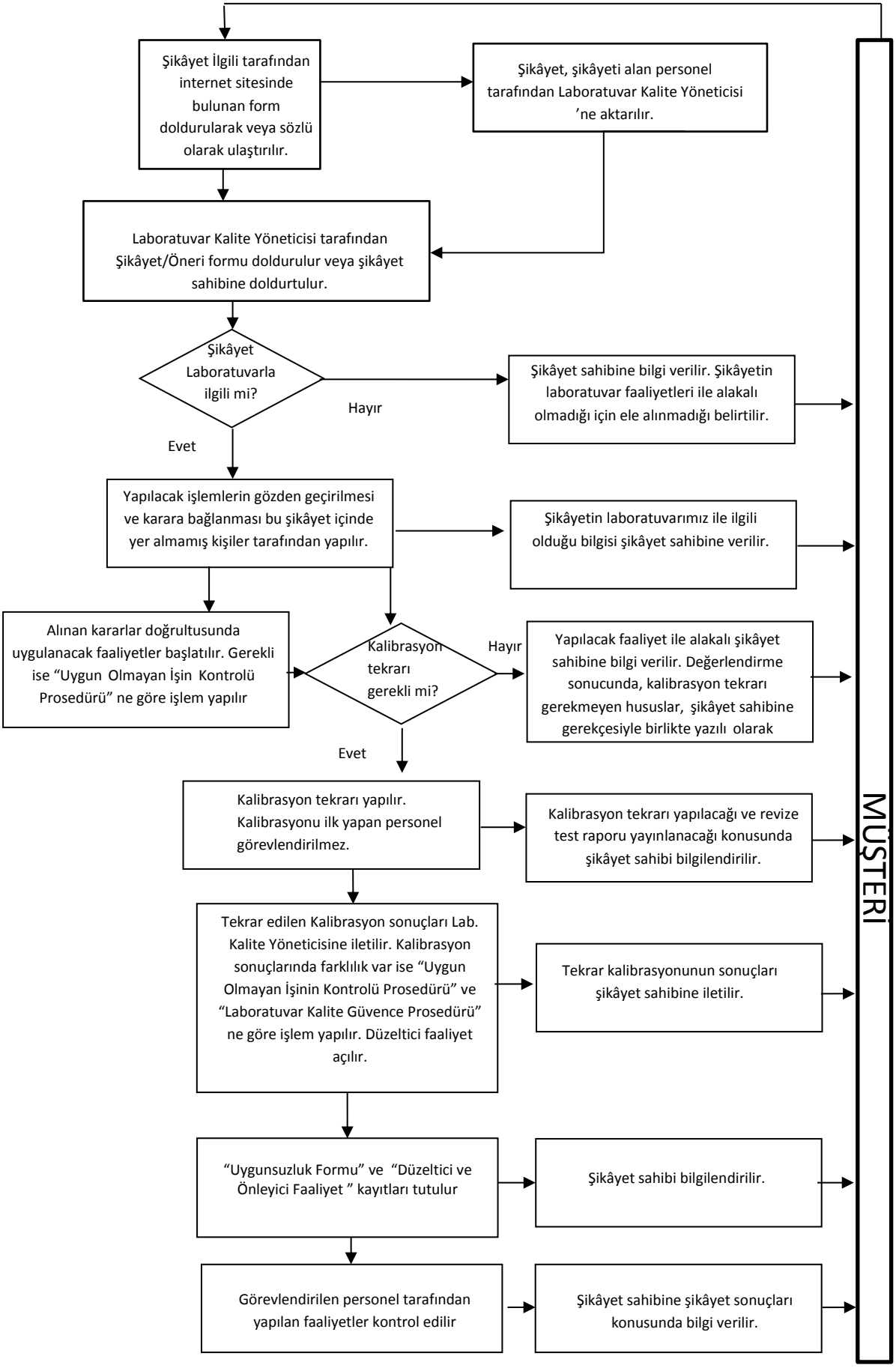ŞİKAYETLERİN ÇÖZÜMLENMESİ PROSESİ