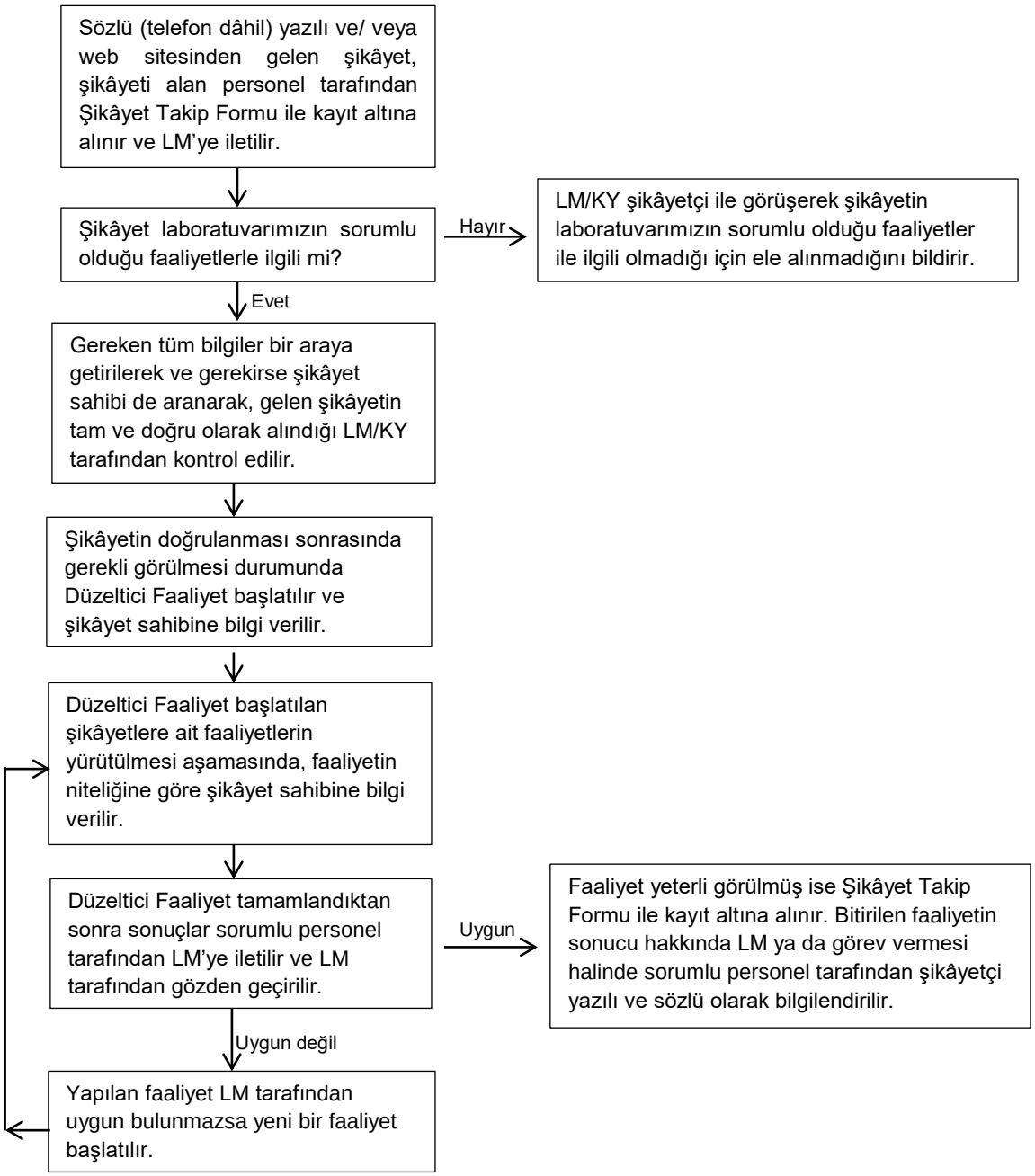# ŞİKÂYET PROSESİ