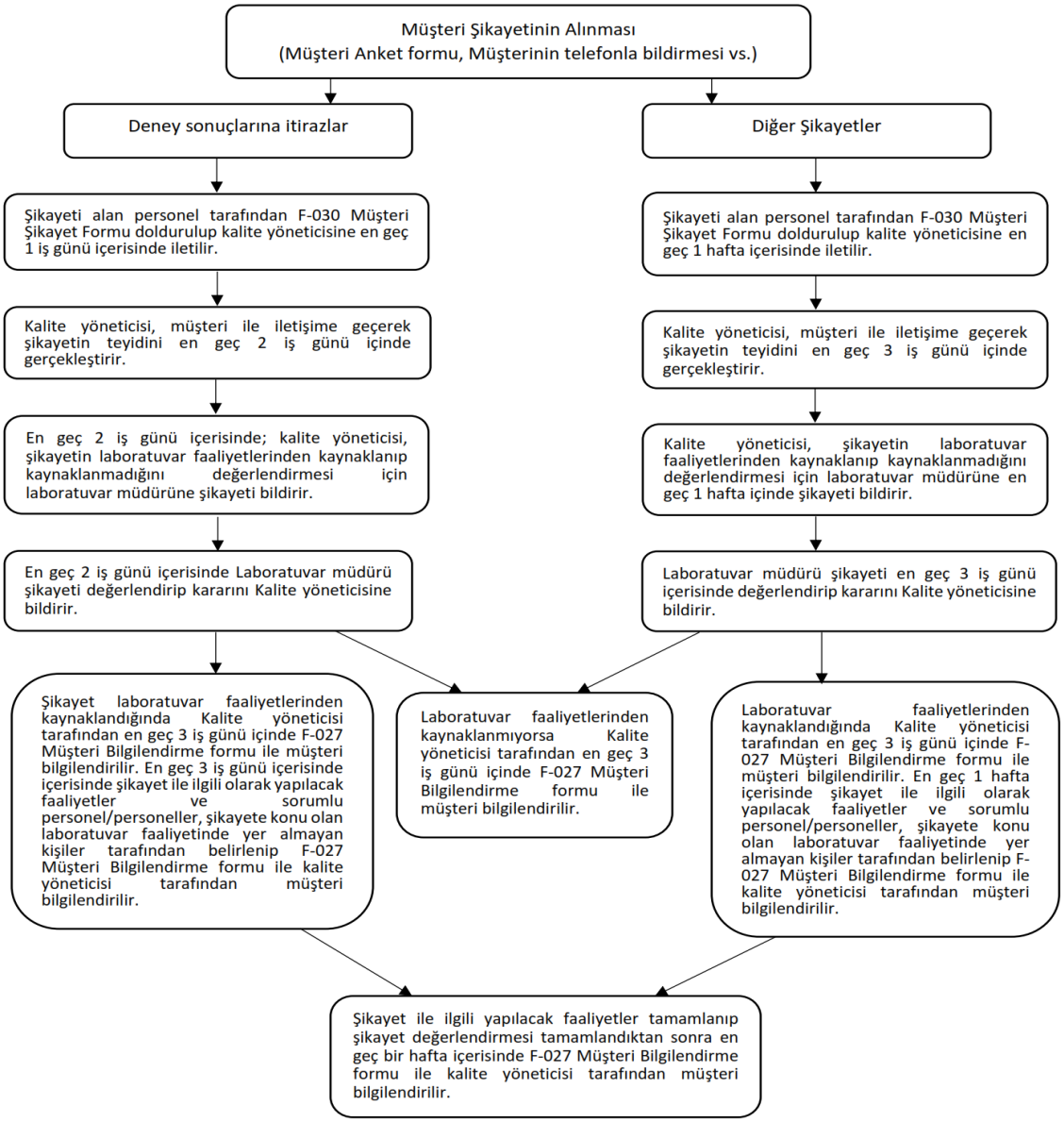ŞİKAYET DEĞERLENDİRME İŞ AKIŞ ŞEMASI