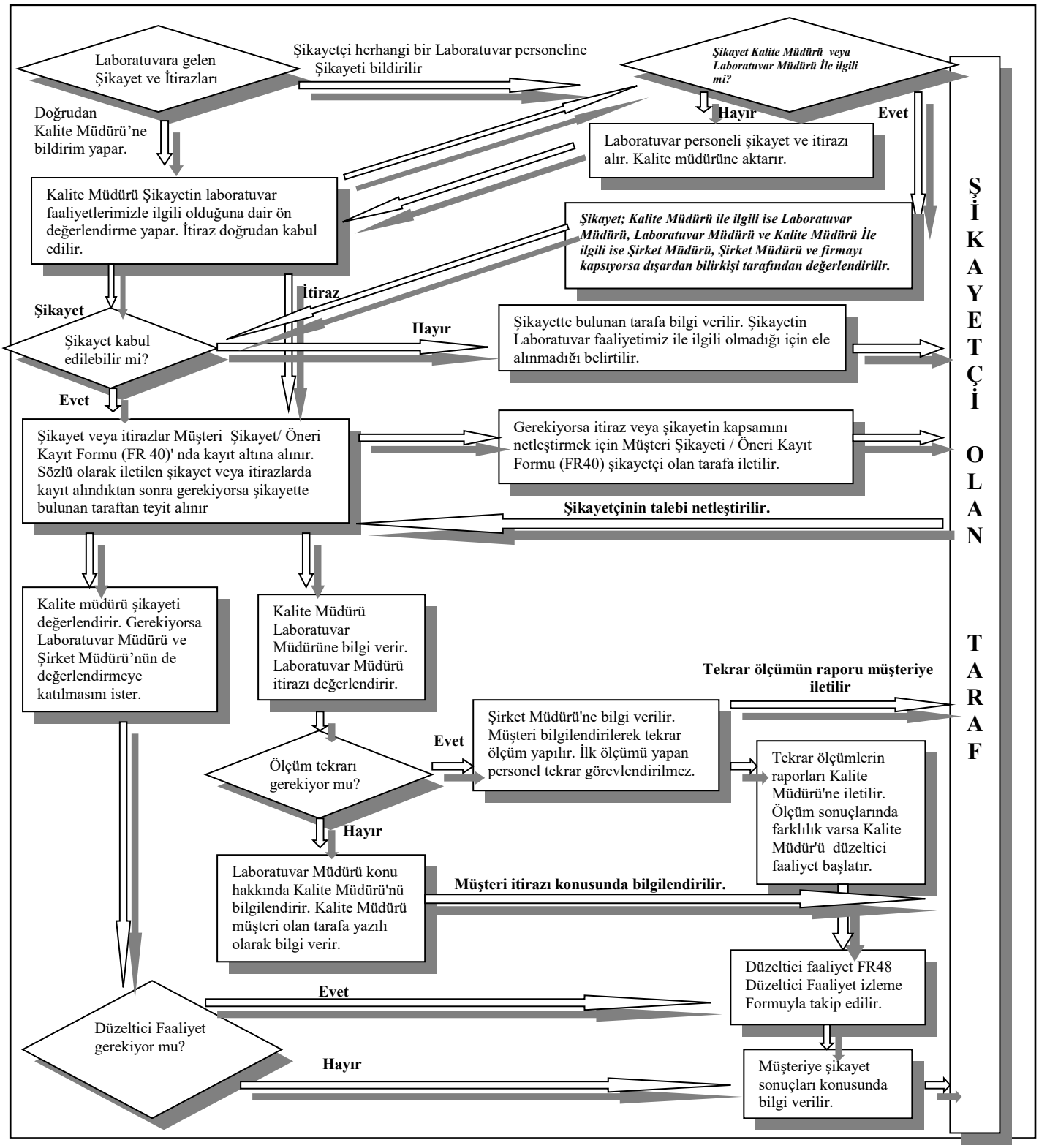ŞİKAYETLERİ DEĞERLENDİRME PROSESİ