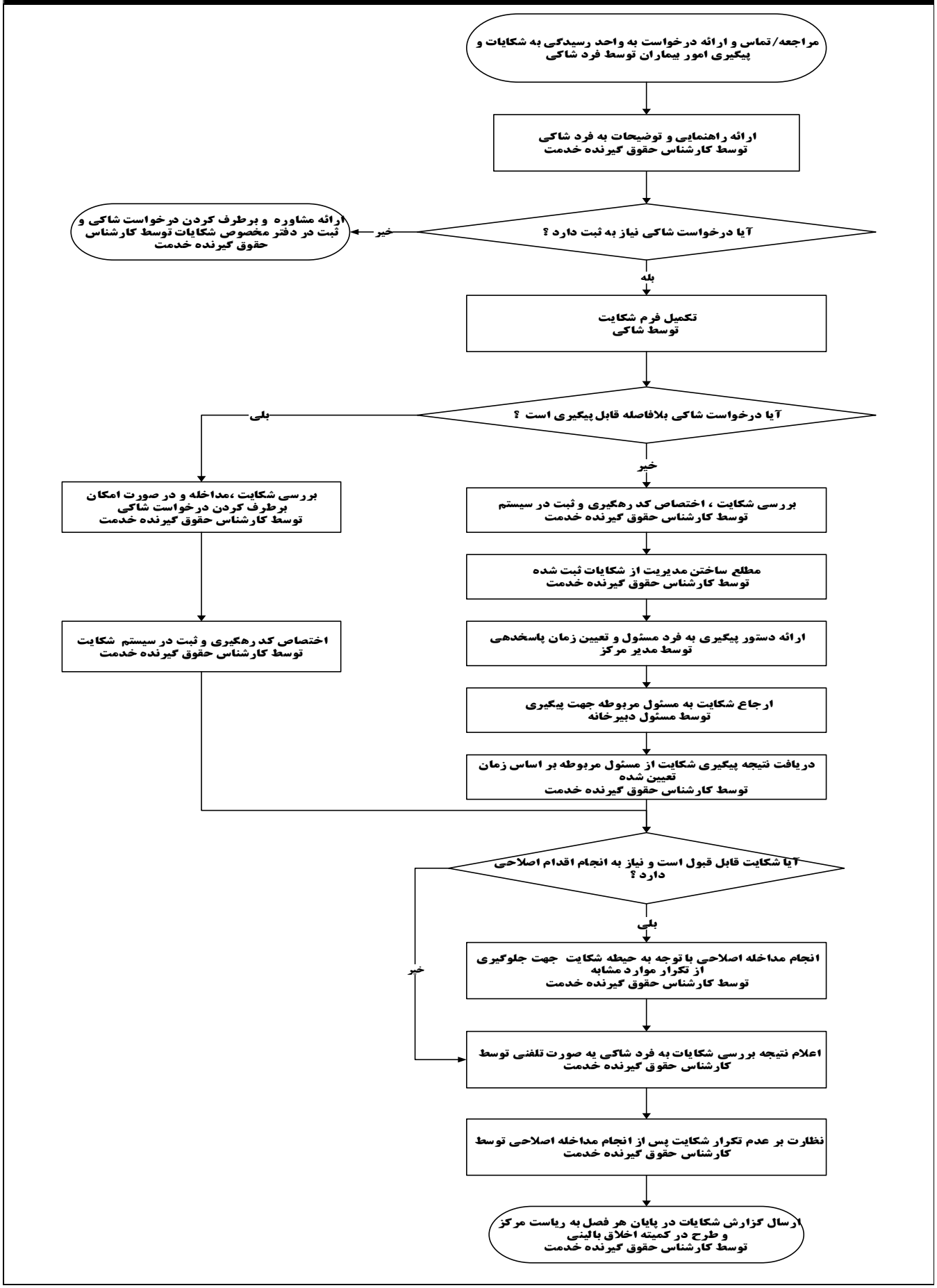فرآیند رسیدگی به شکایات