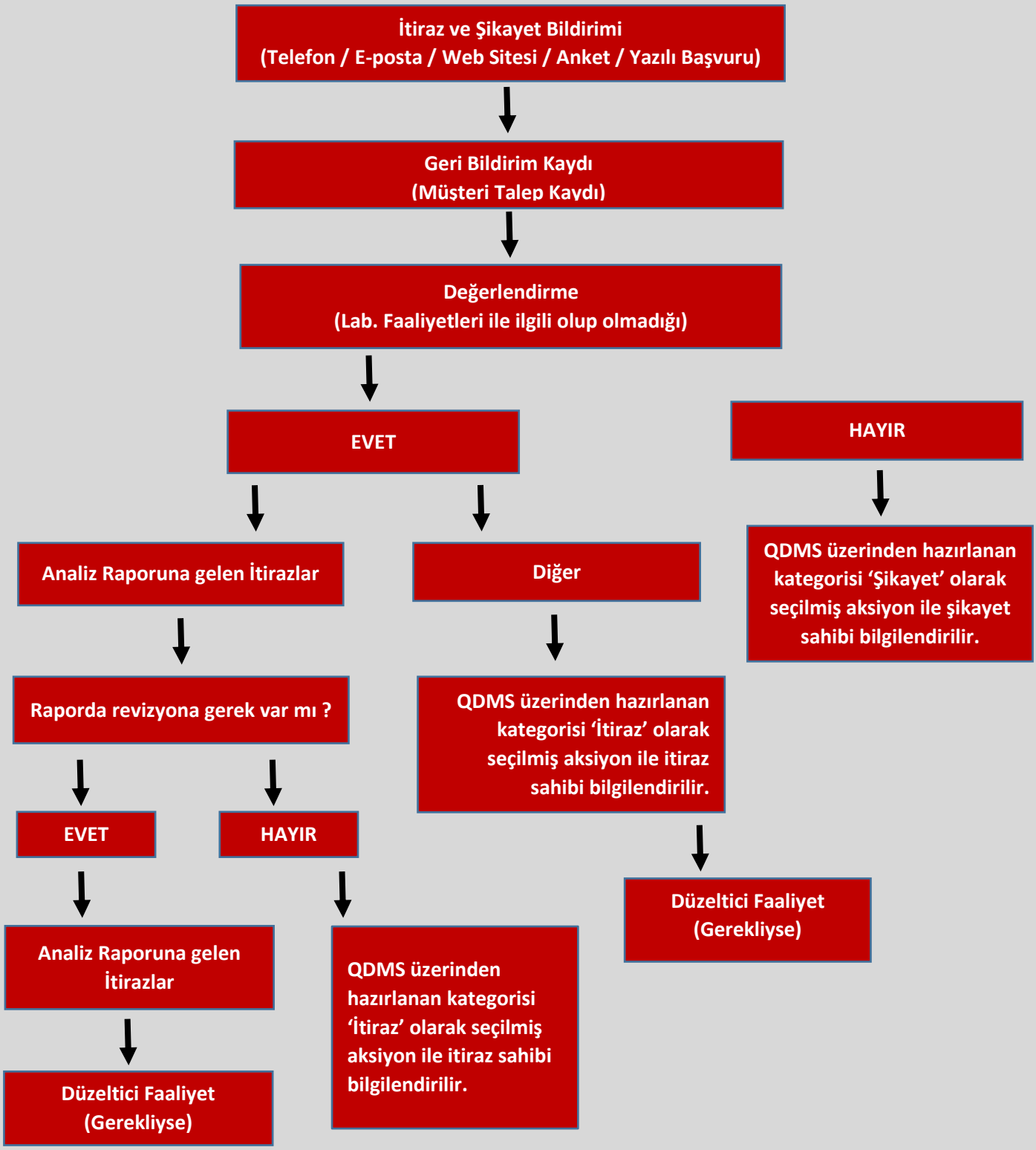Ek-1: İtiraz ve Şikayet Akış Şeması