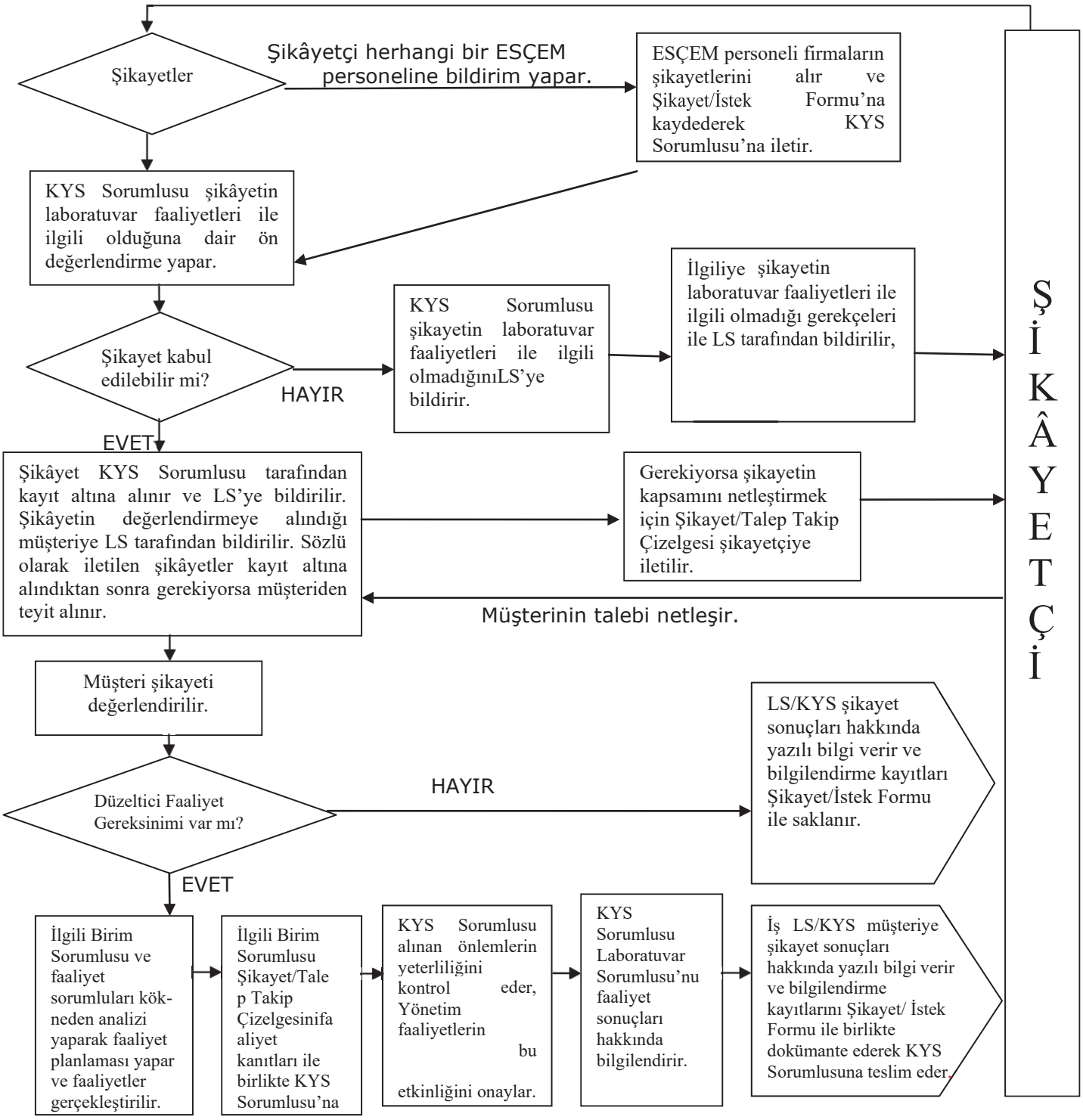4.1.14 Şikâyetlerin Ele Alınması Prosesi