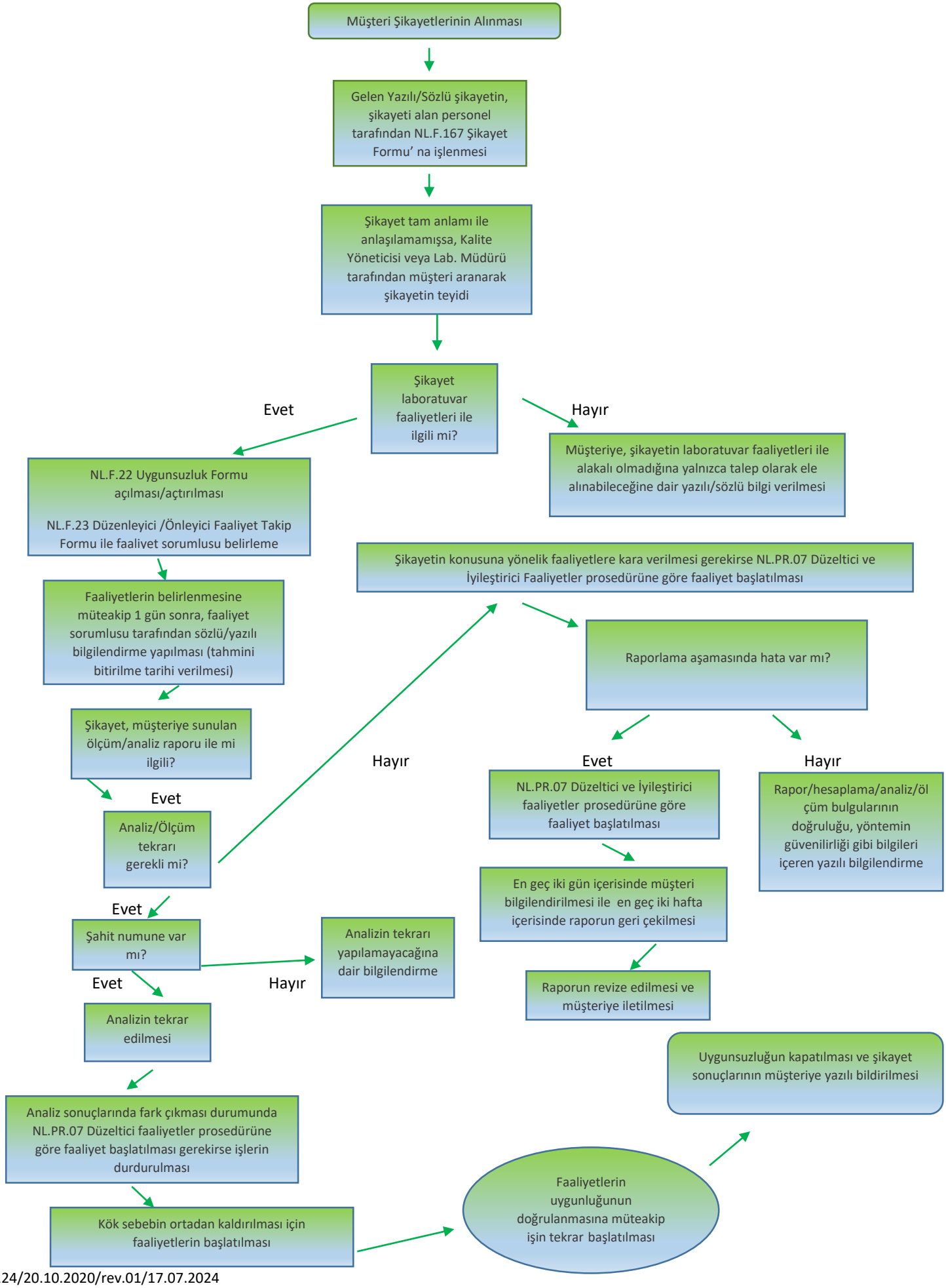ŞİKAYET DEĞERLENDİRME İŞ AKIŞ ŞEMASI FORMU