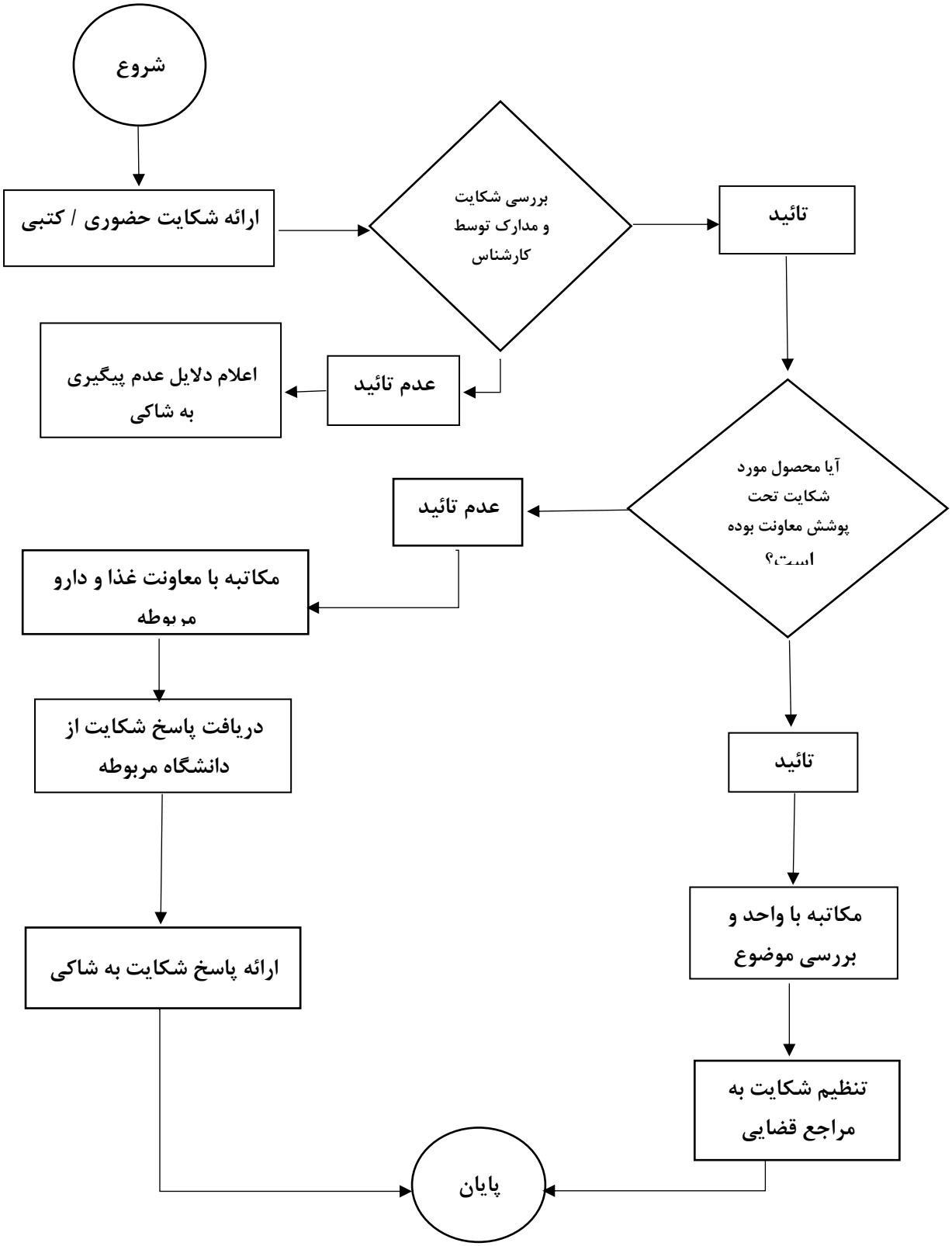فلوچارت رسیدگی به شکایات