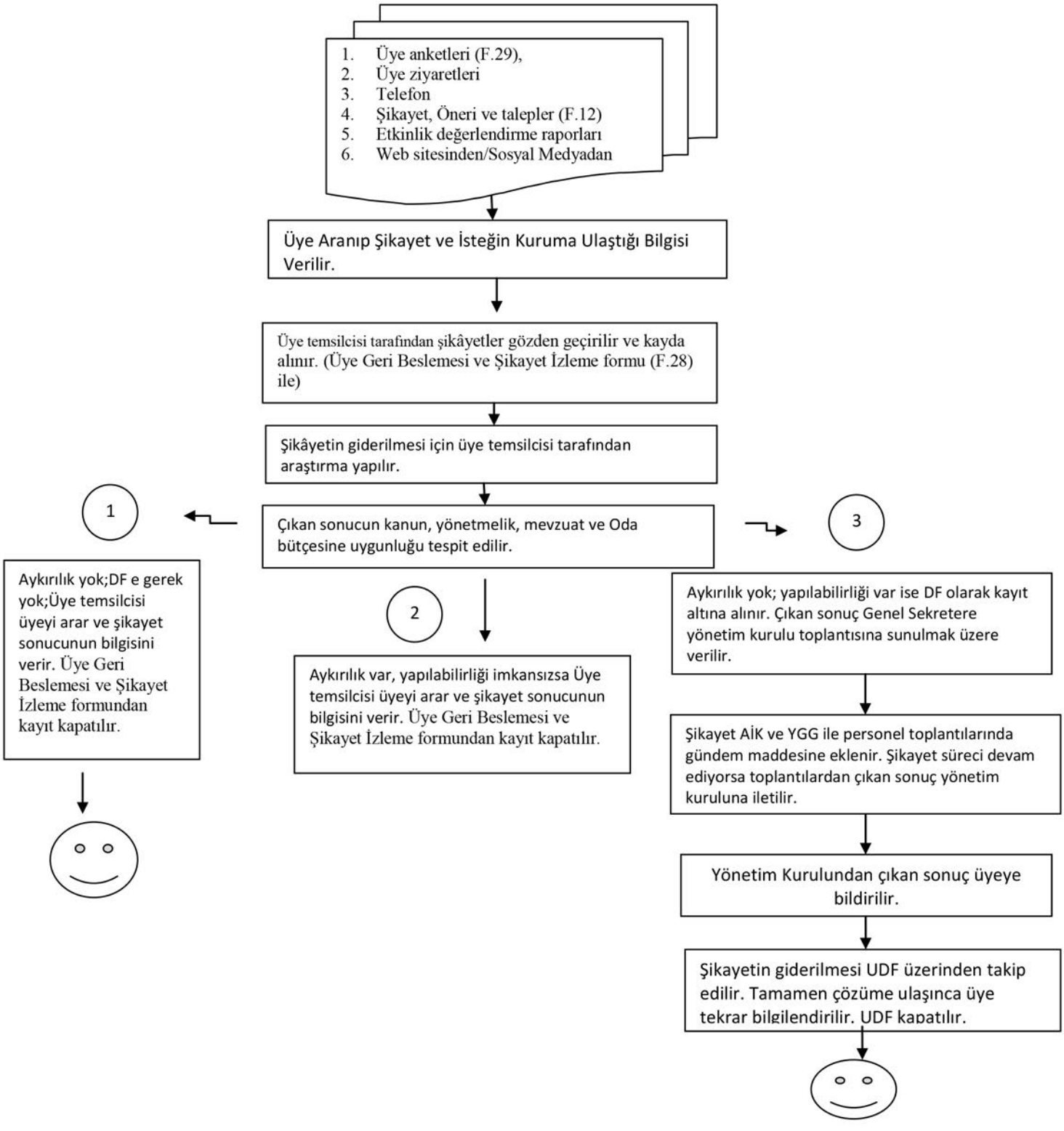11. ÜYE ŞİKÂYETLERİ PROSES AKIŞ ŞEMASI