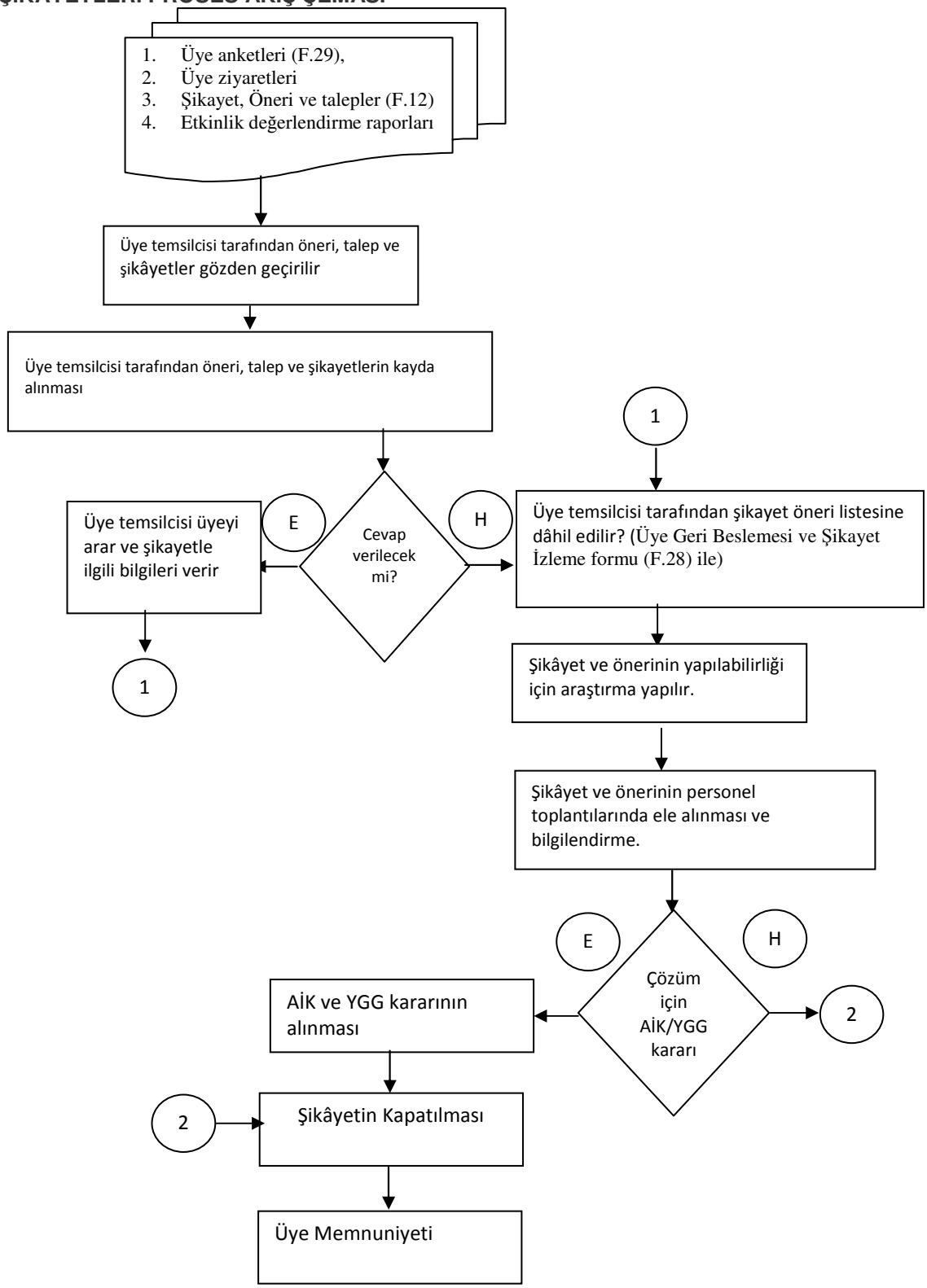11. ÜYE ŞİKAYETLERİ PROSES AKIŞ ŞEMASI