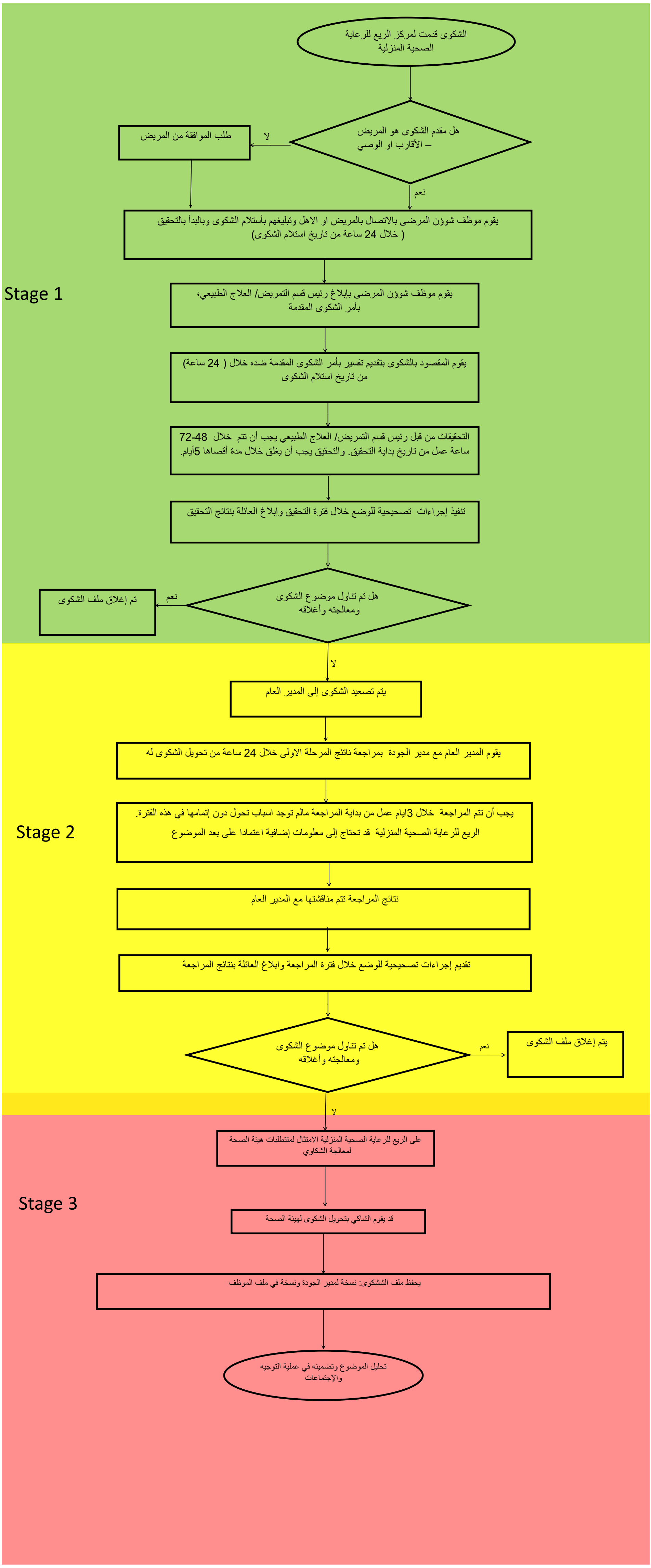مخطط تقديم الشكاوى