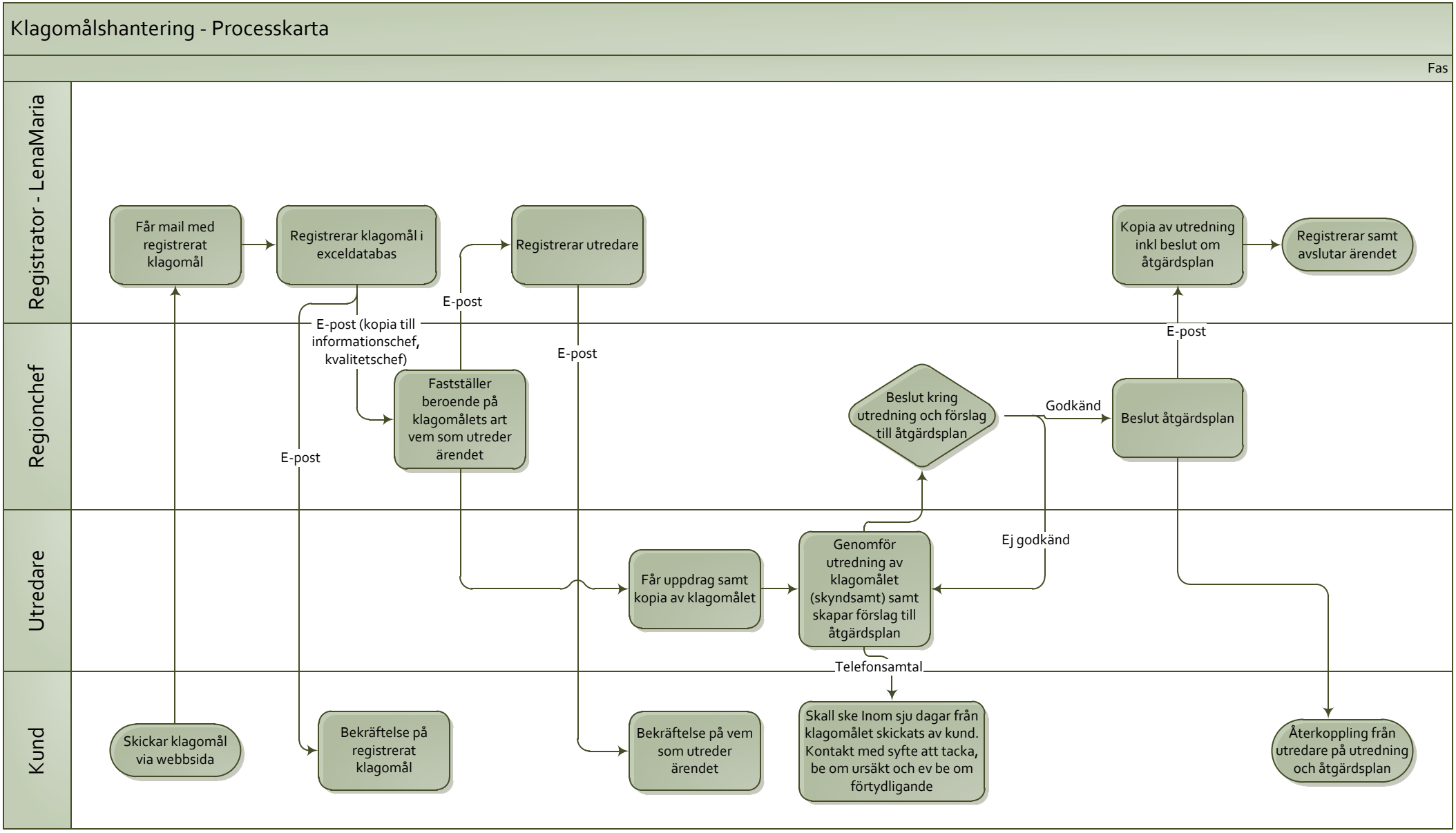Klagomålshantering - Processkarta