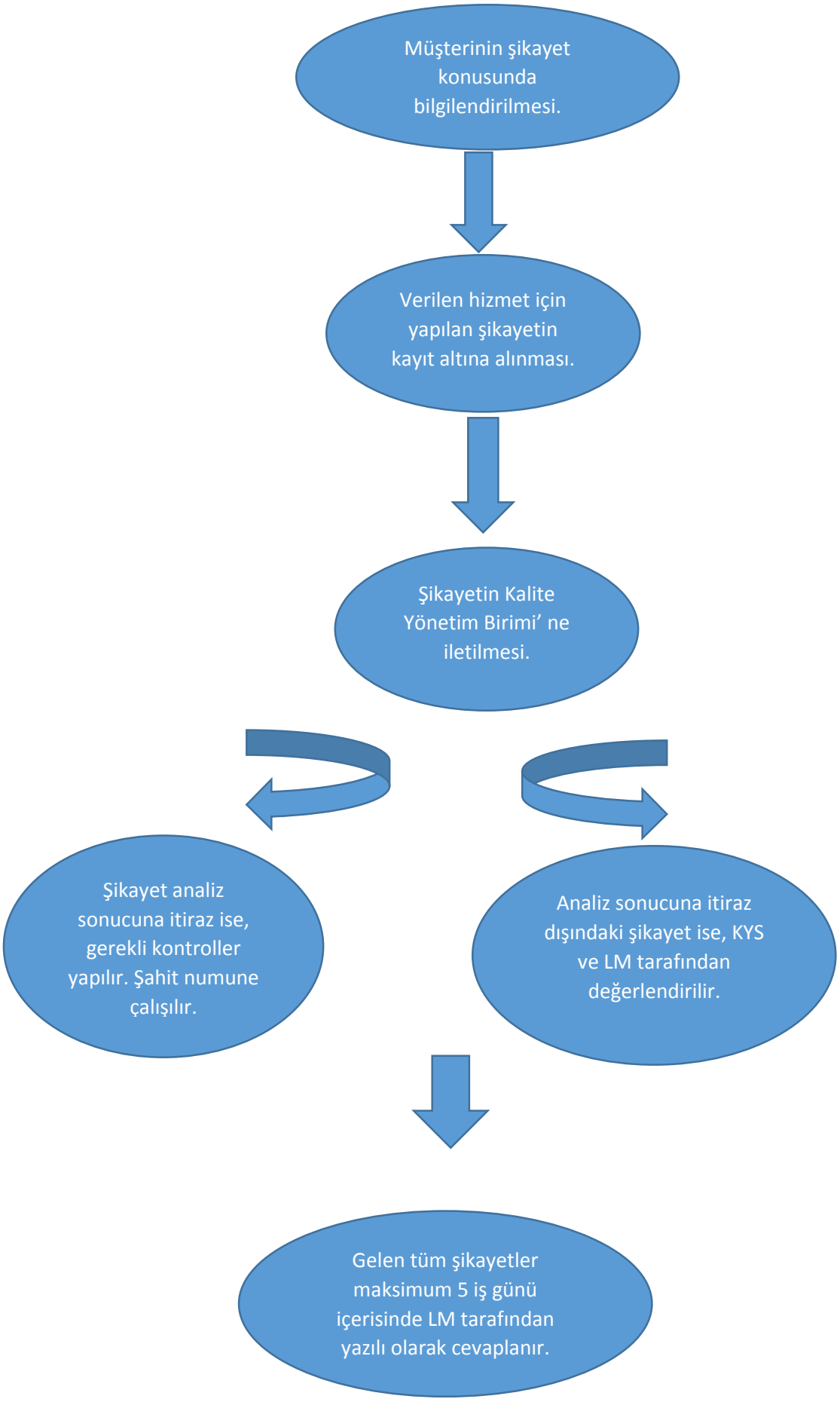ŞİKAYETLERİN DEĞERLENDİRİLMESİ