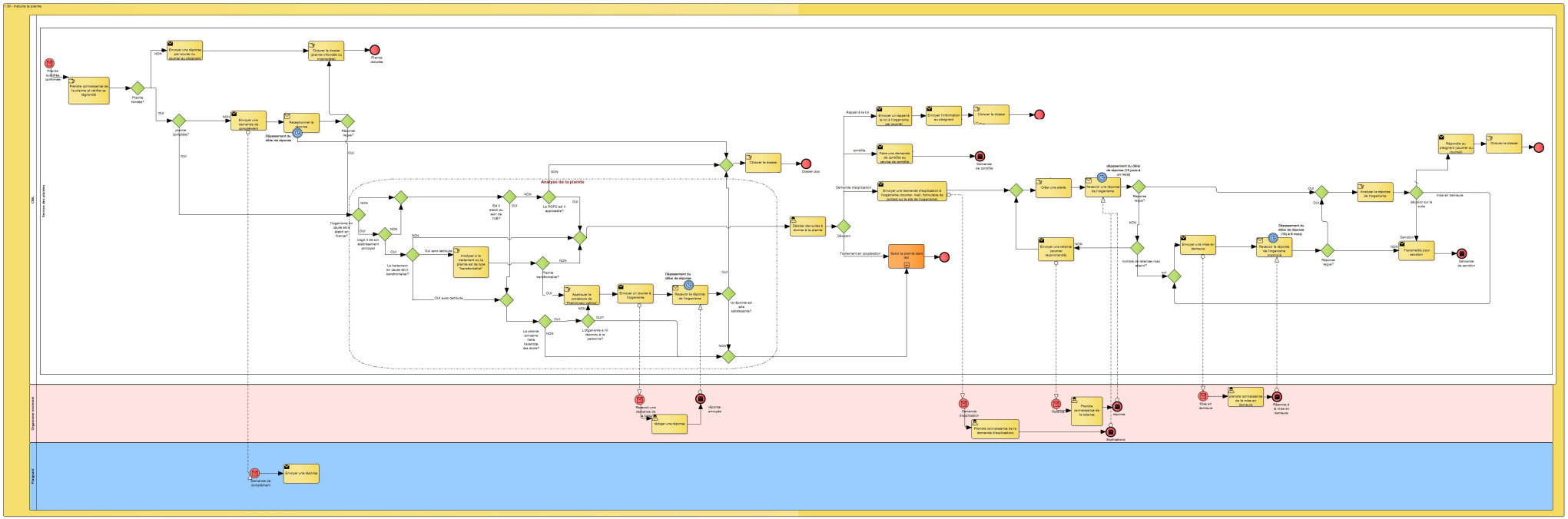Processus de gestion des plaintes ? - Processus de gestion des plaintes