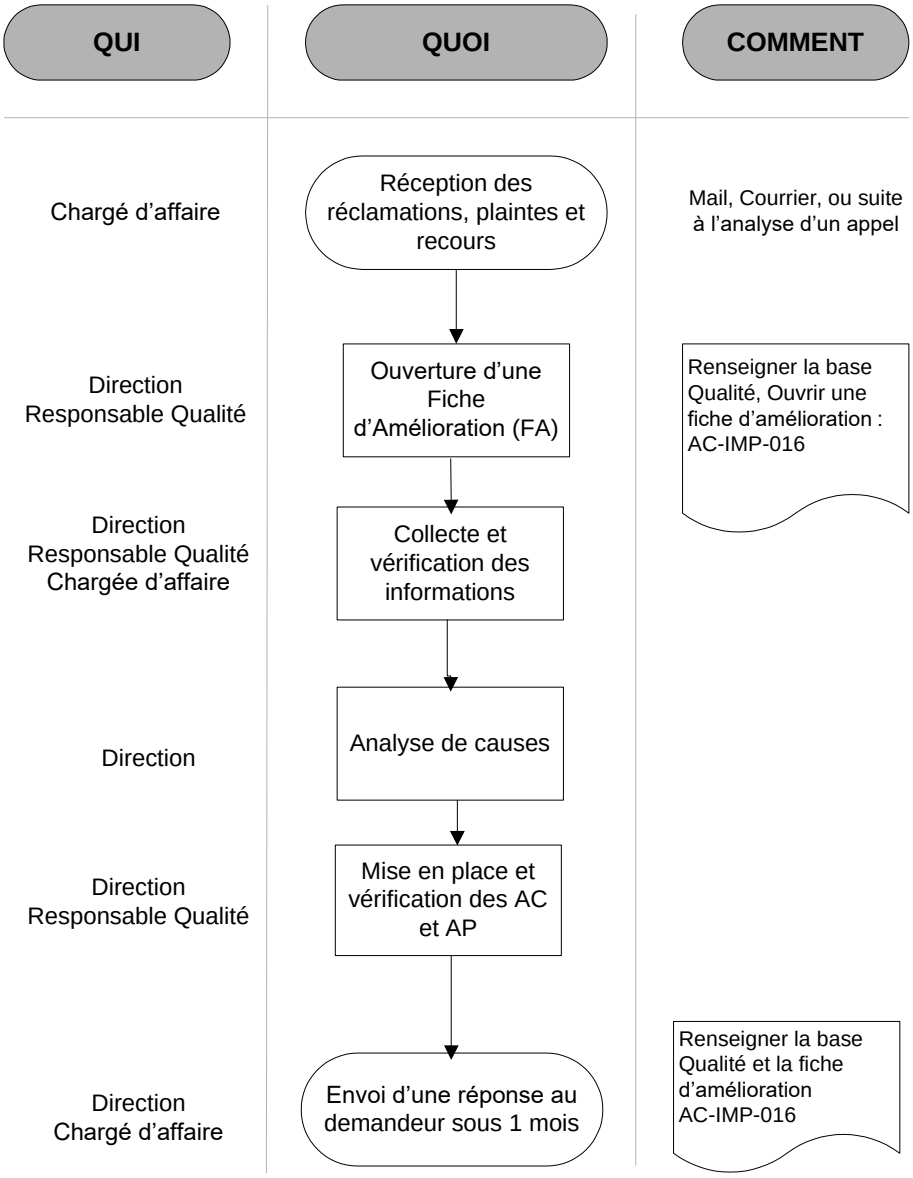Processus de traitement des réclamations, plaintes et recours