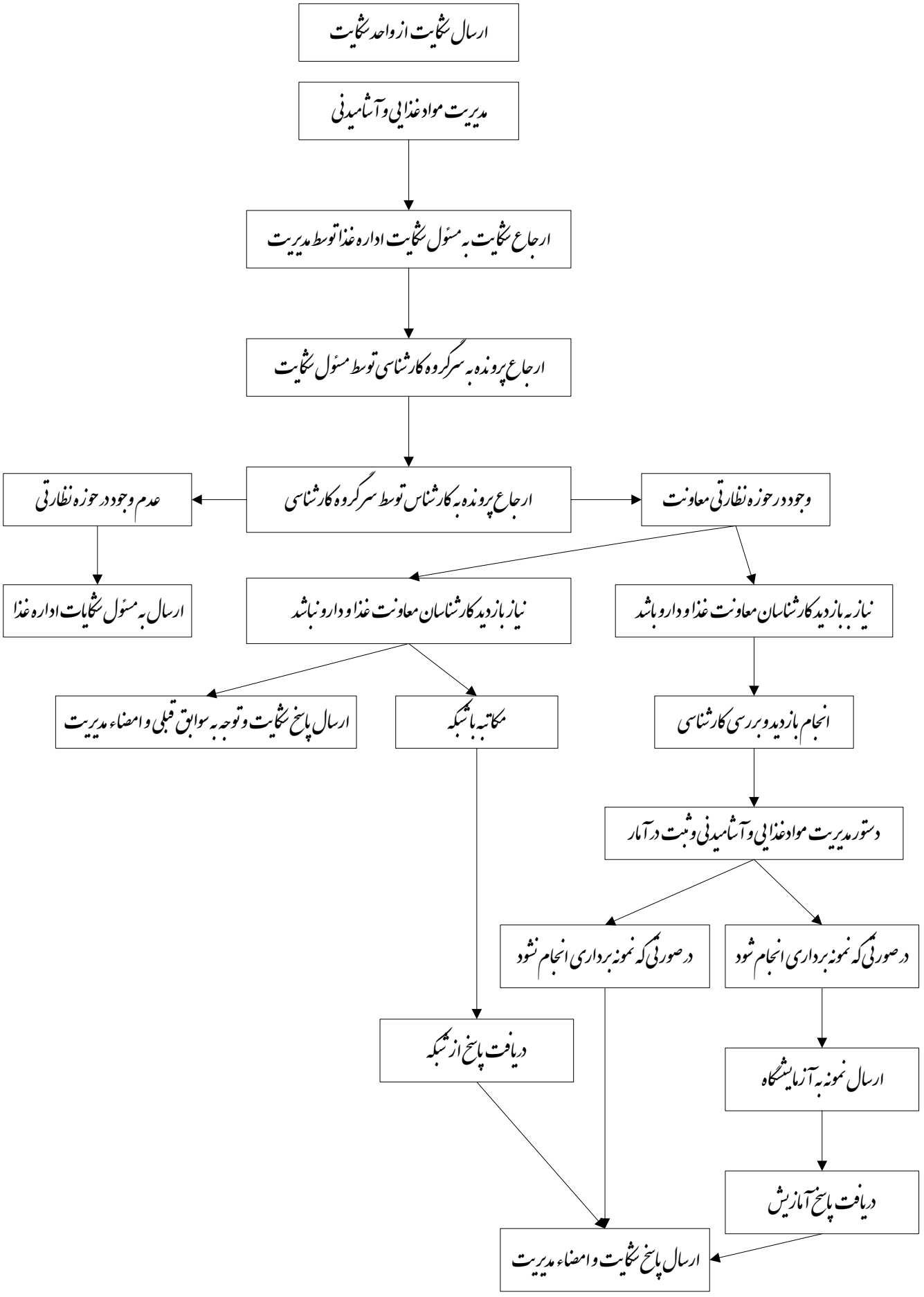# مراحل رسیدگی به شکایت