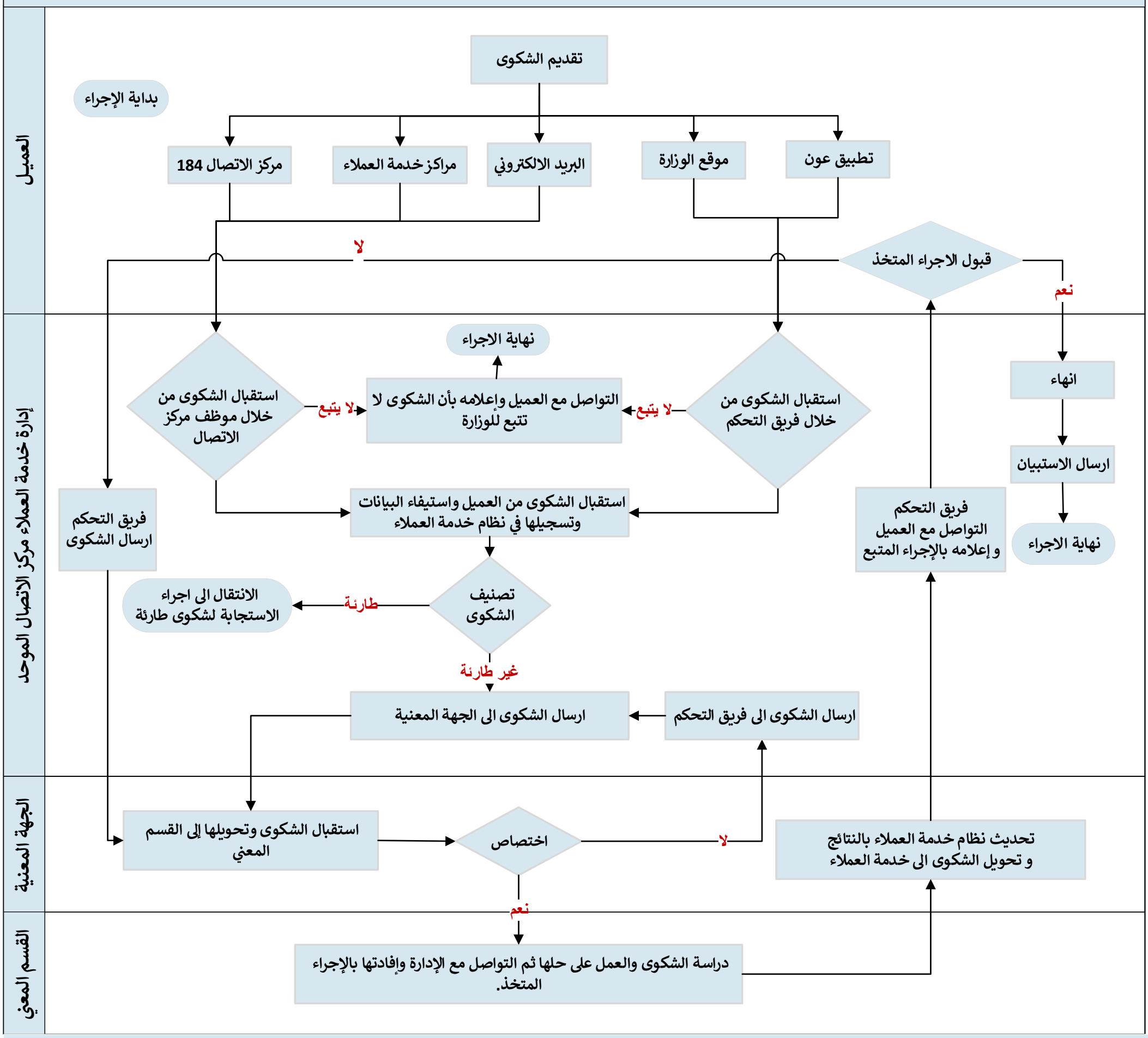استقبال الشكاوى العامة