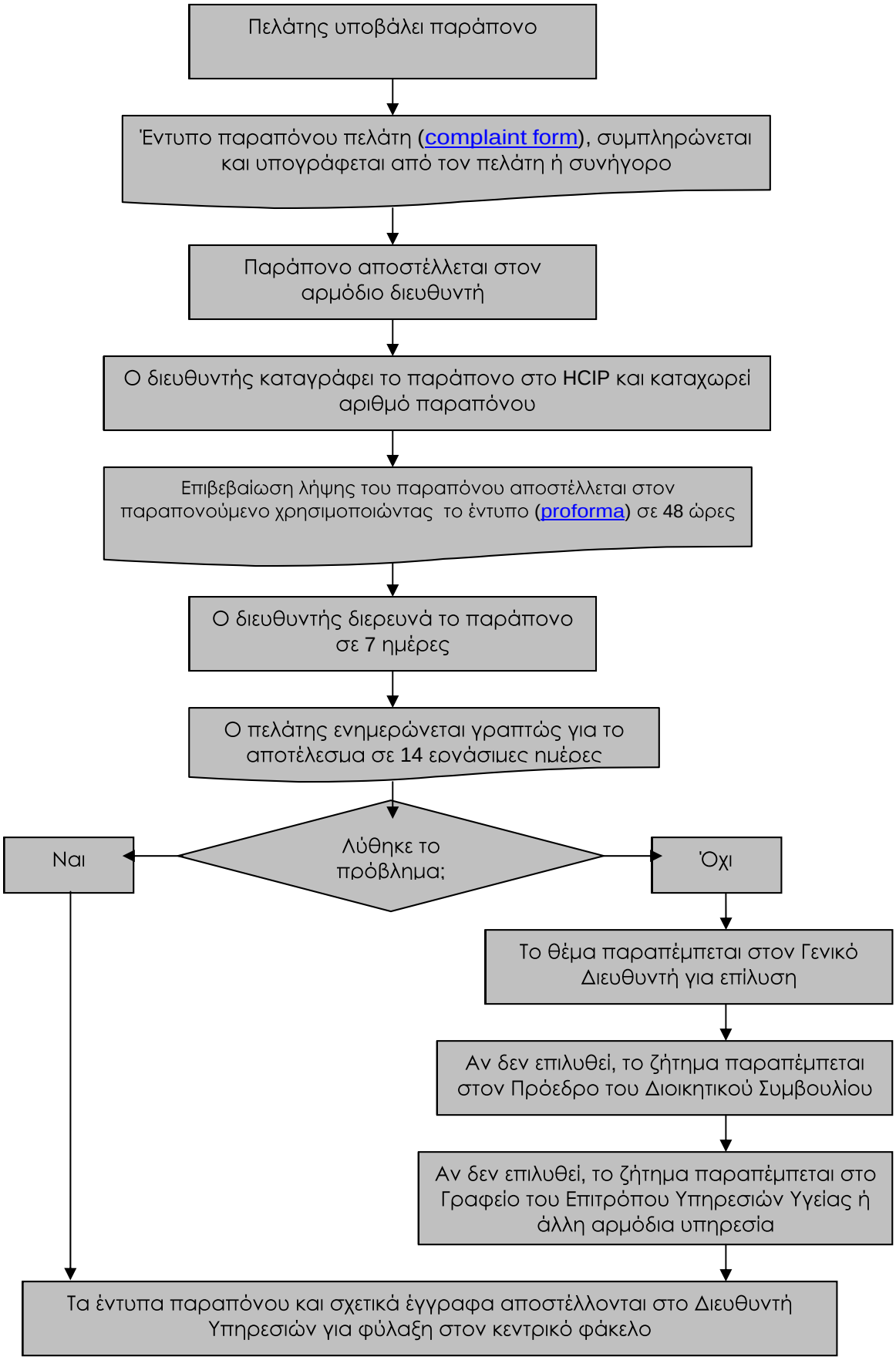Διαδικασία Επίλυσης Παραπόνων