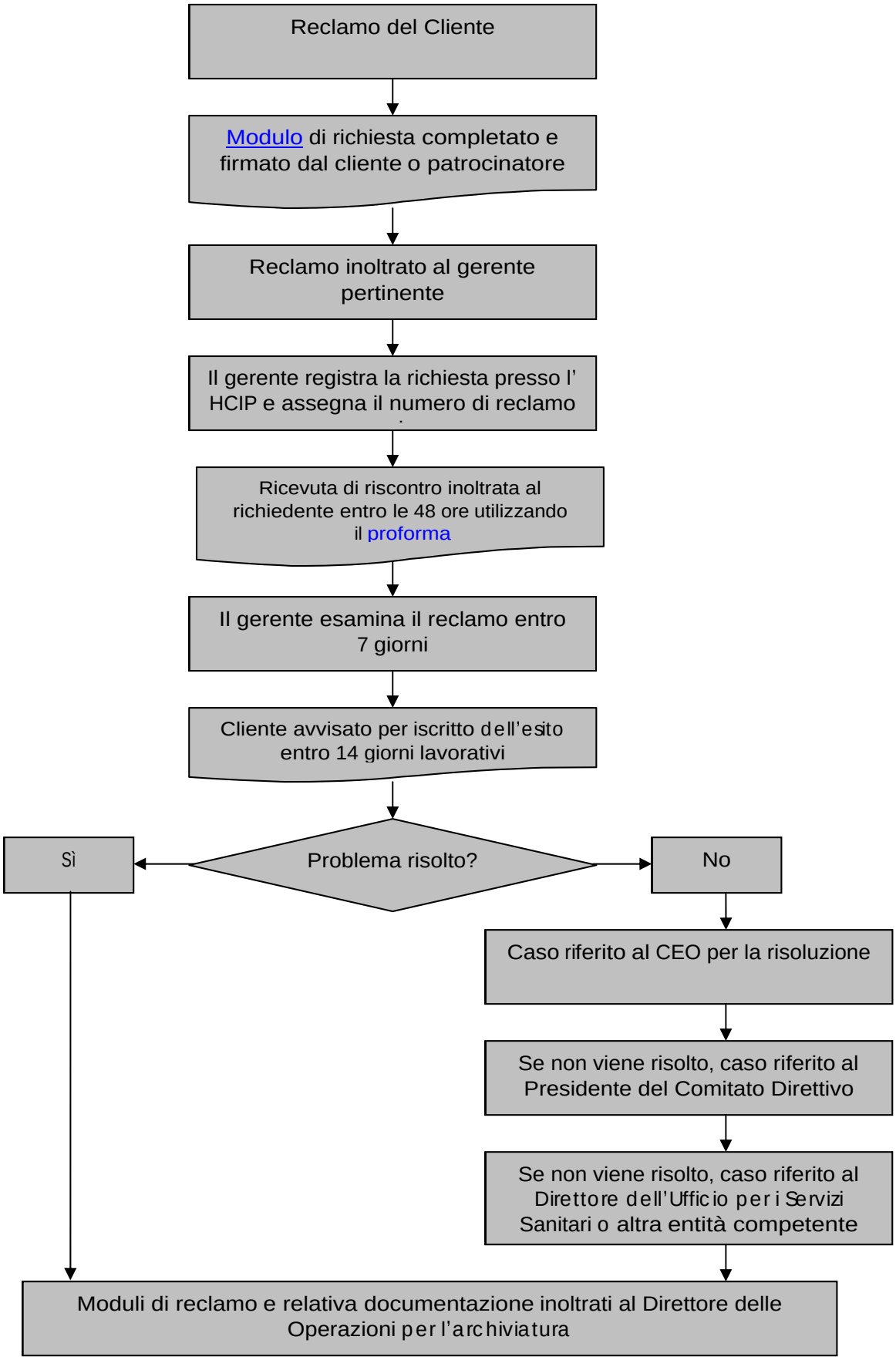Gestione procedura reclami