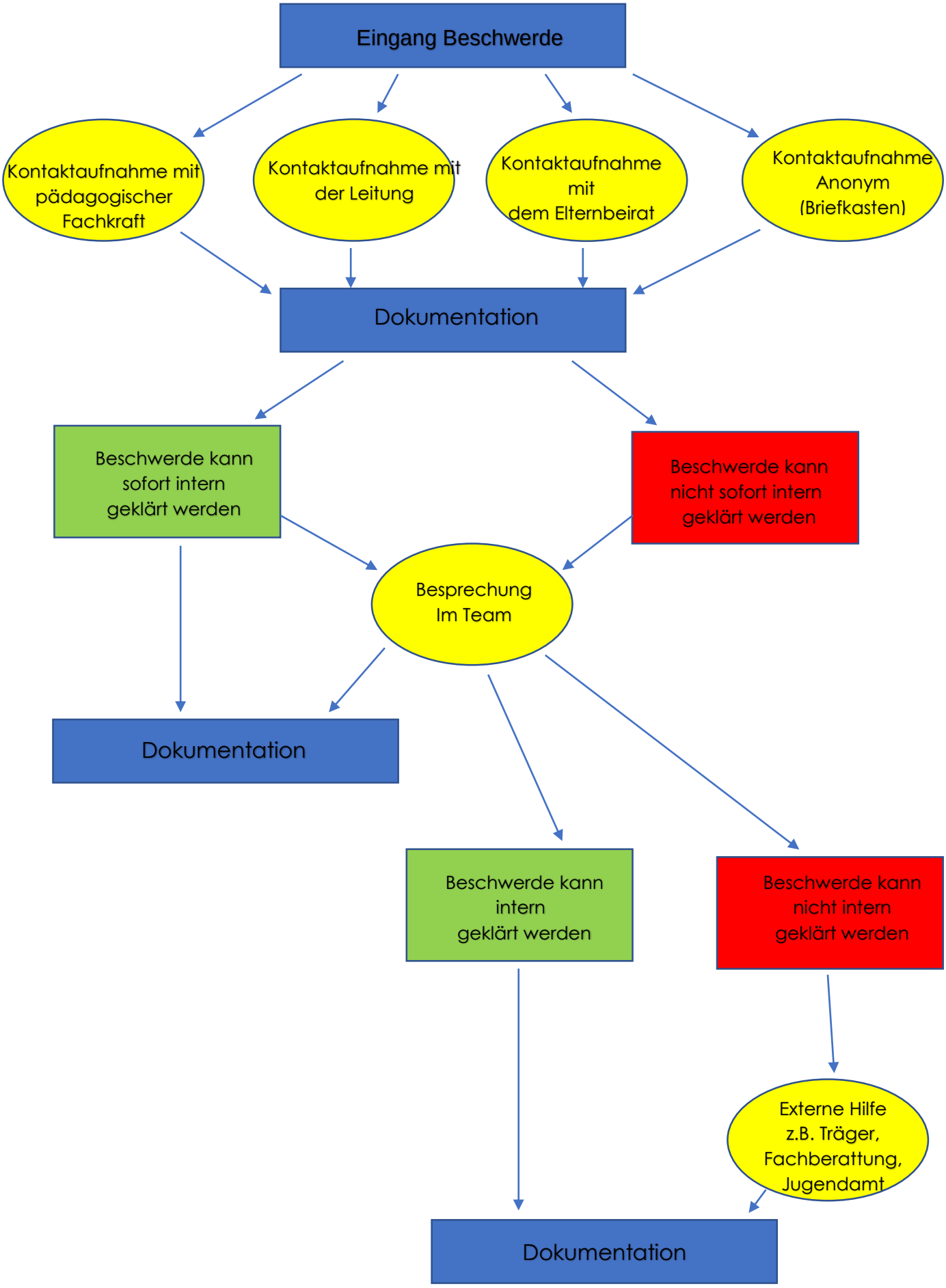Ablauf Beschwerdemanagement