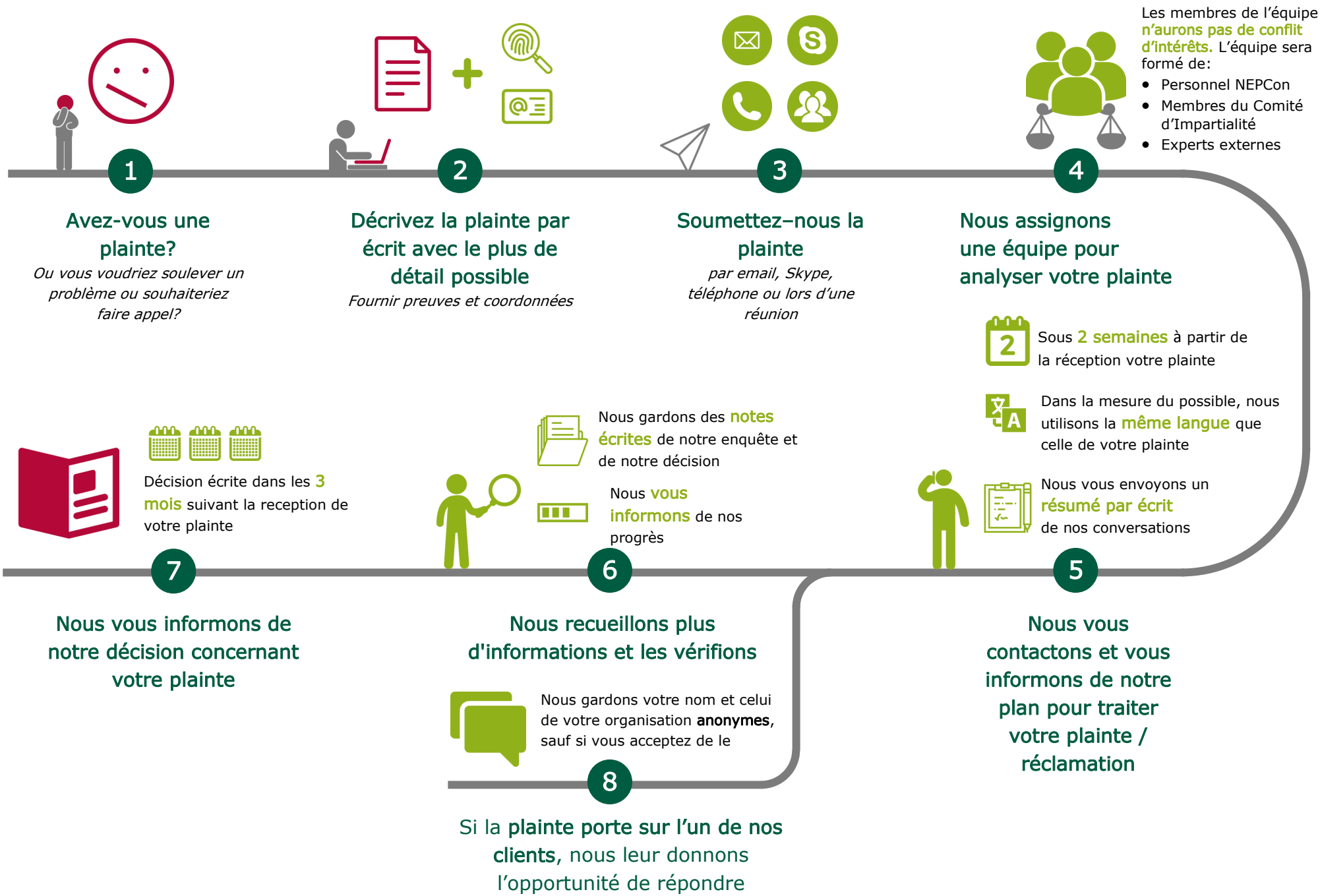Comment nous traitons les plaintes et les réclamations