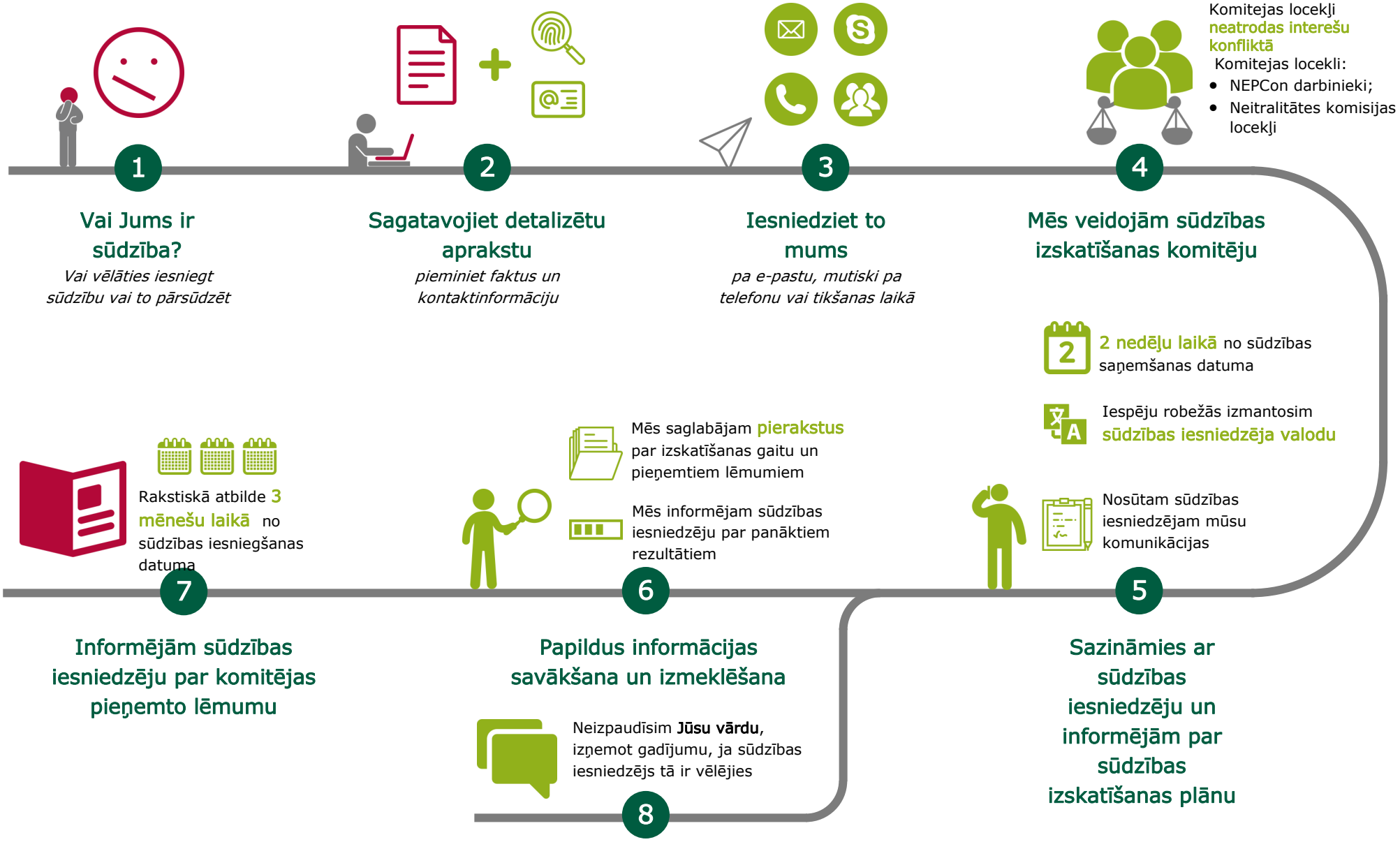Strīdu risināšanas un izskatīšanas process