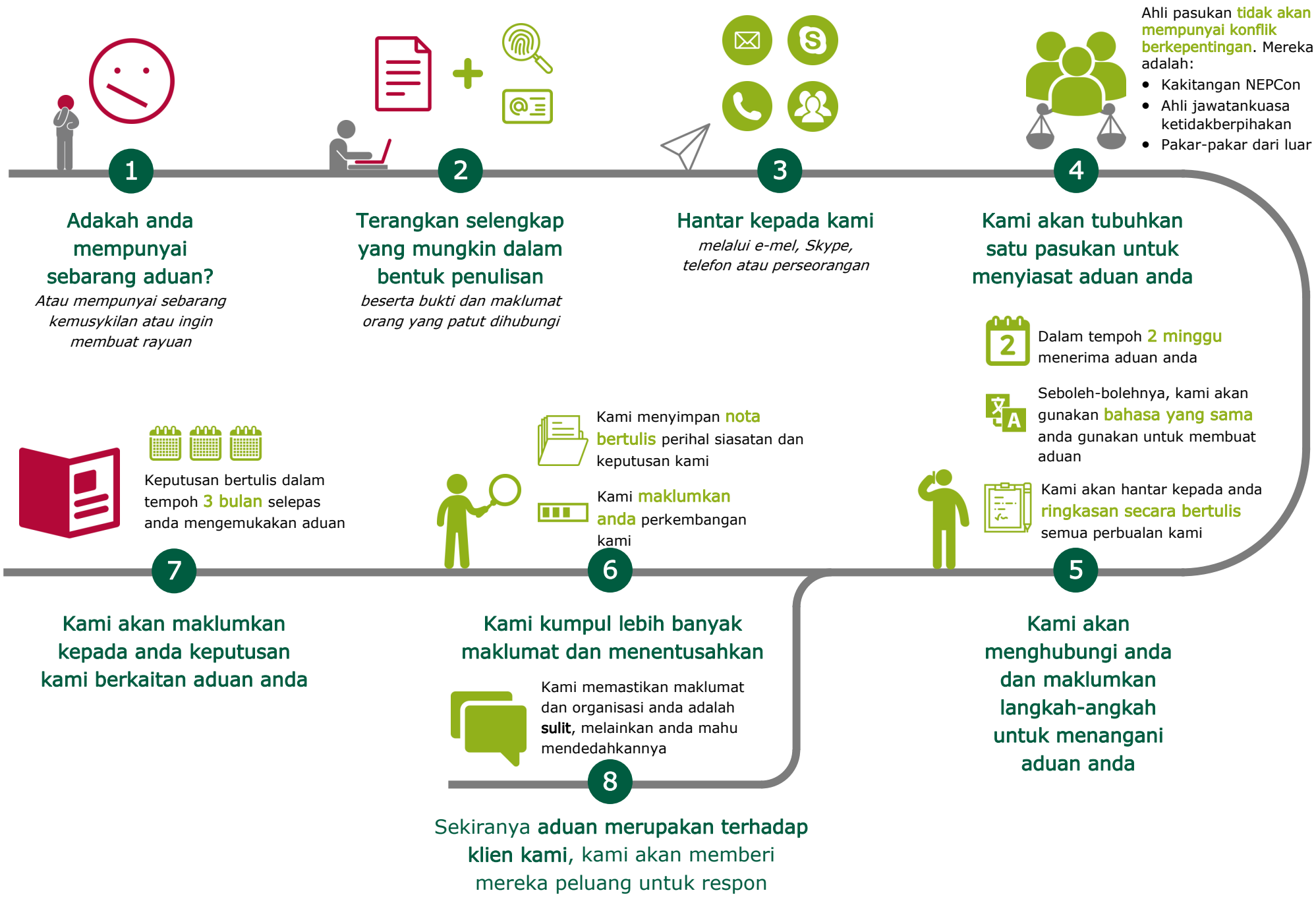Cara kami mengendalikan aduan dan rayuan