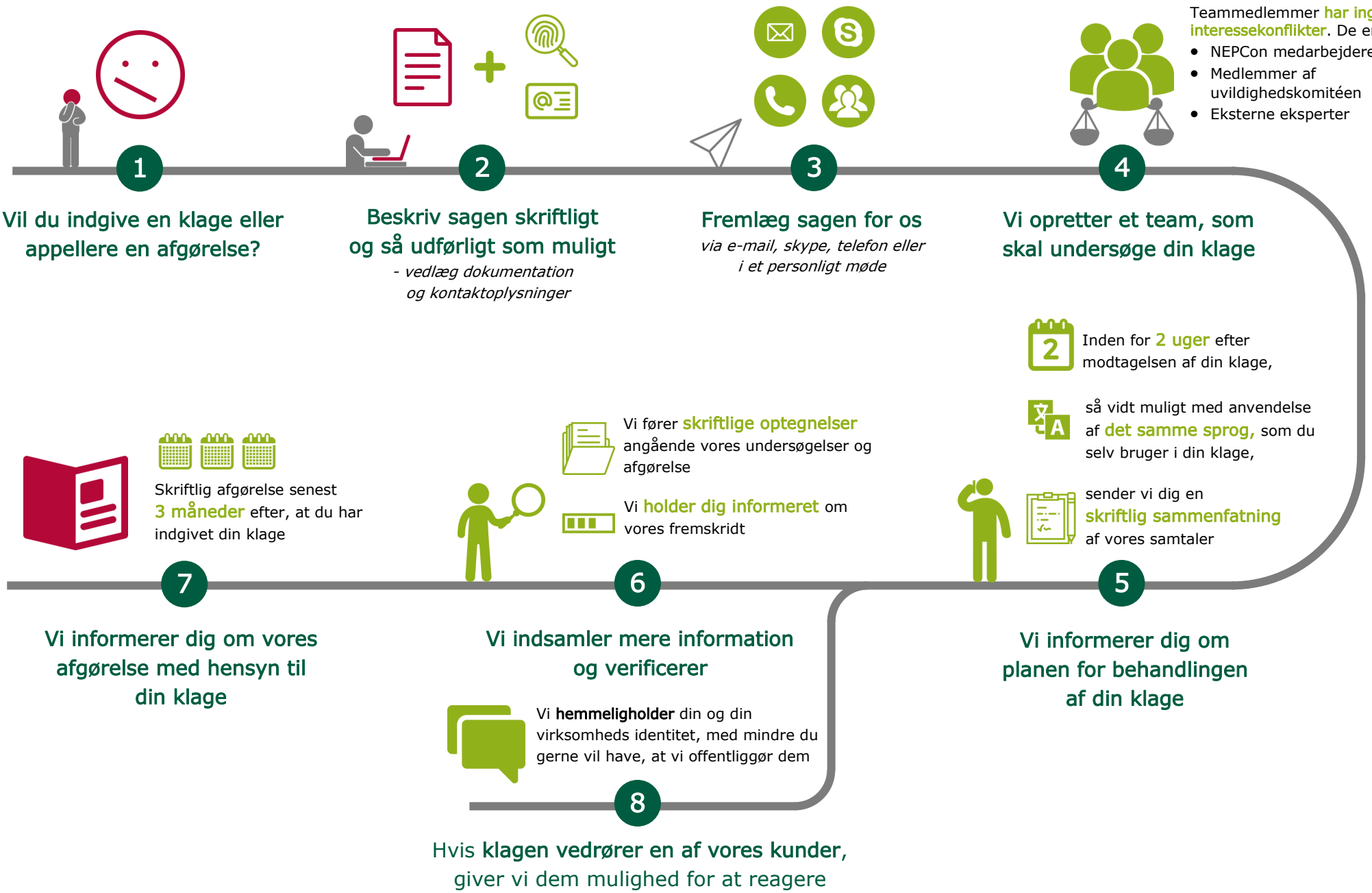Sådan håndterer vi klager og appeller: