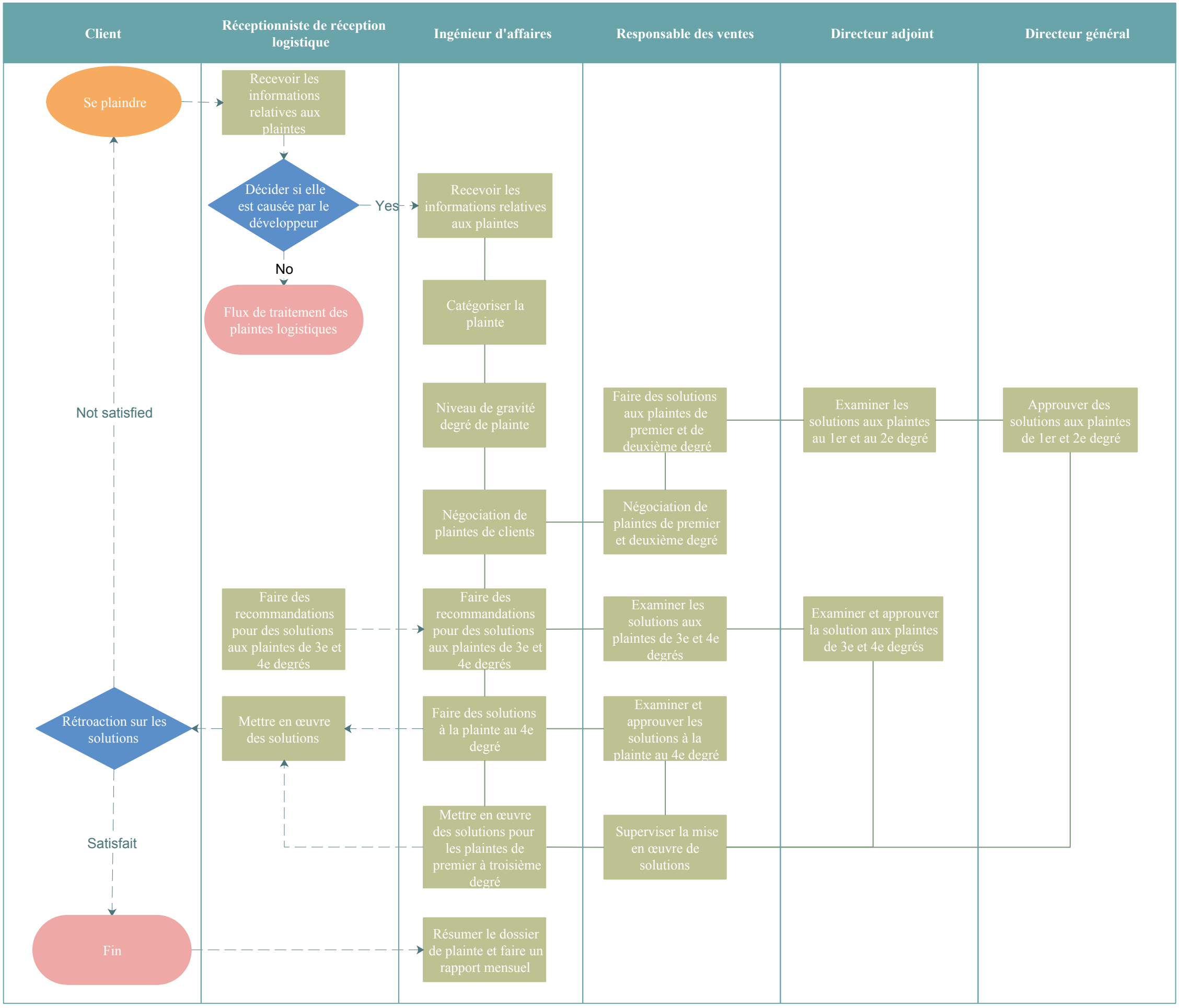Flux de traitement des plaintes