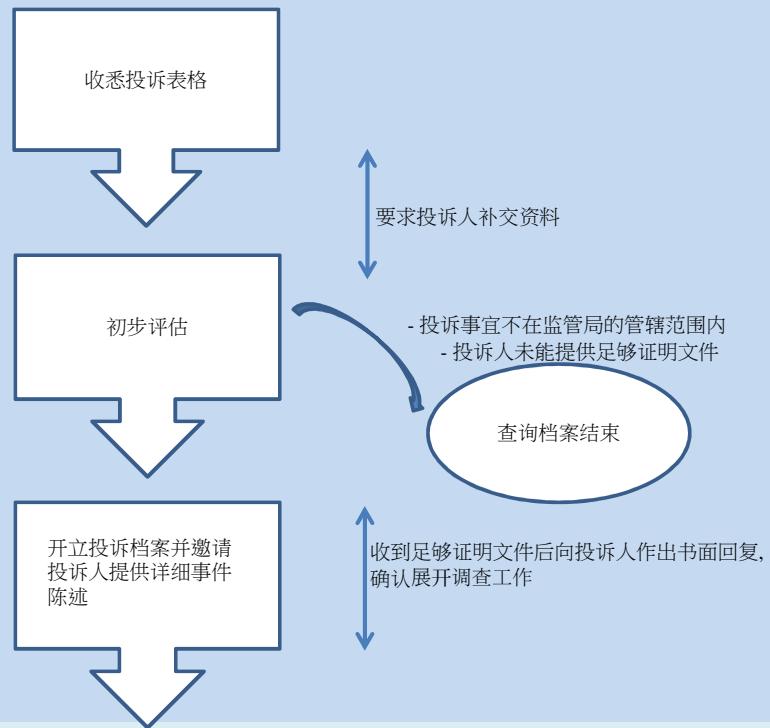
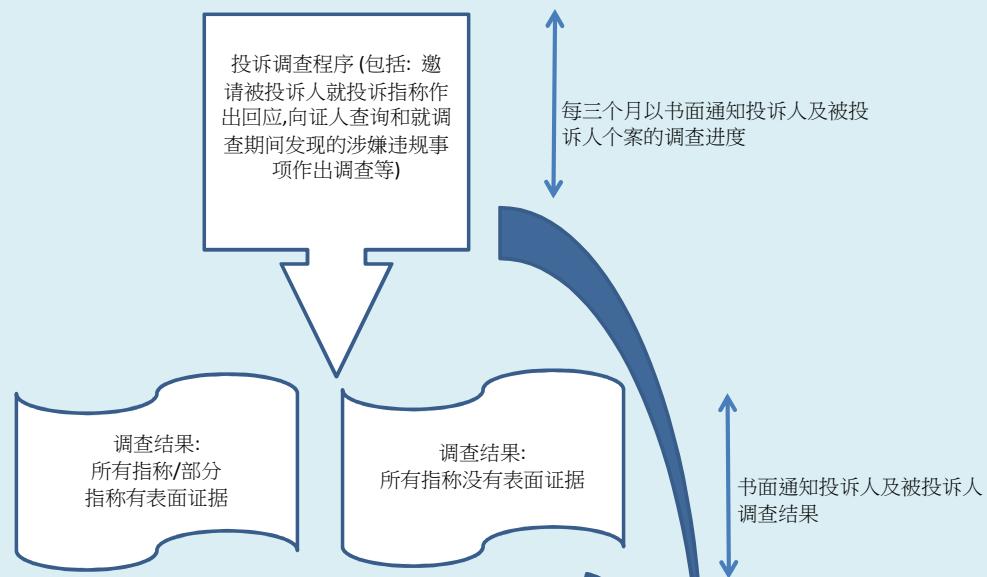


投诉程序流程图

1. 查询阶段



2. 调查阶段



3. 跟进行动阶段

