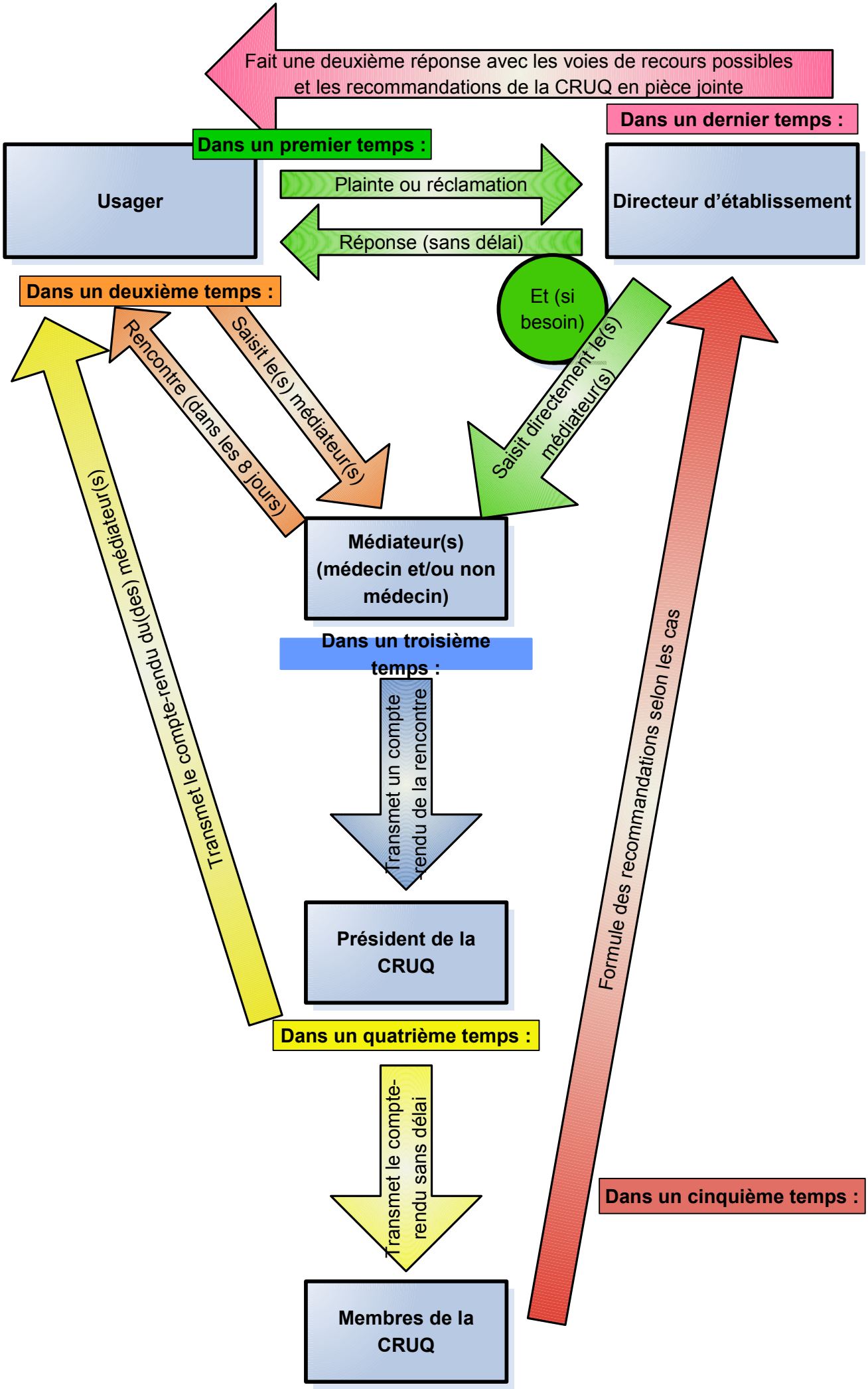Annexe 1 : Circuit(s) de traitement des plaintes et réclamations.