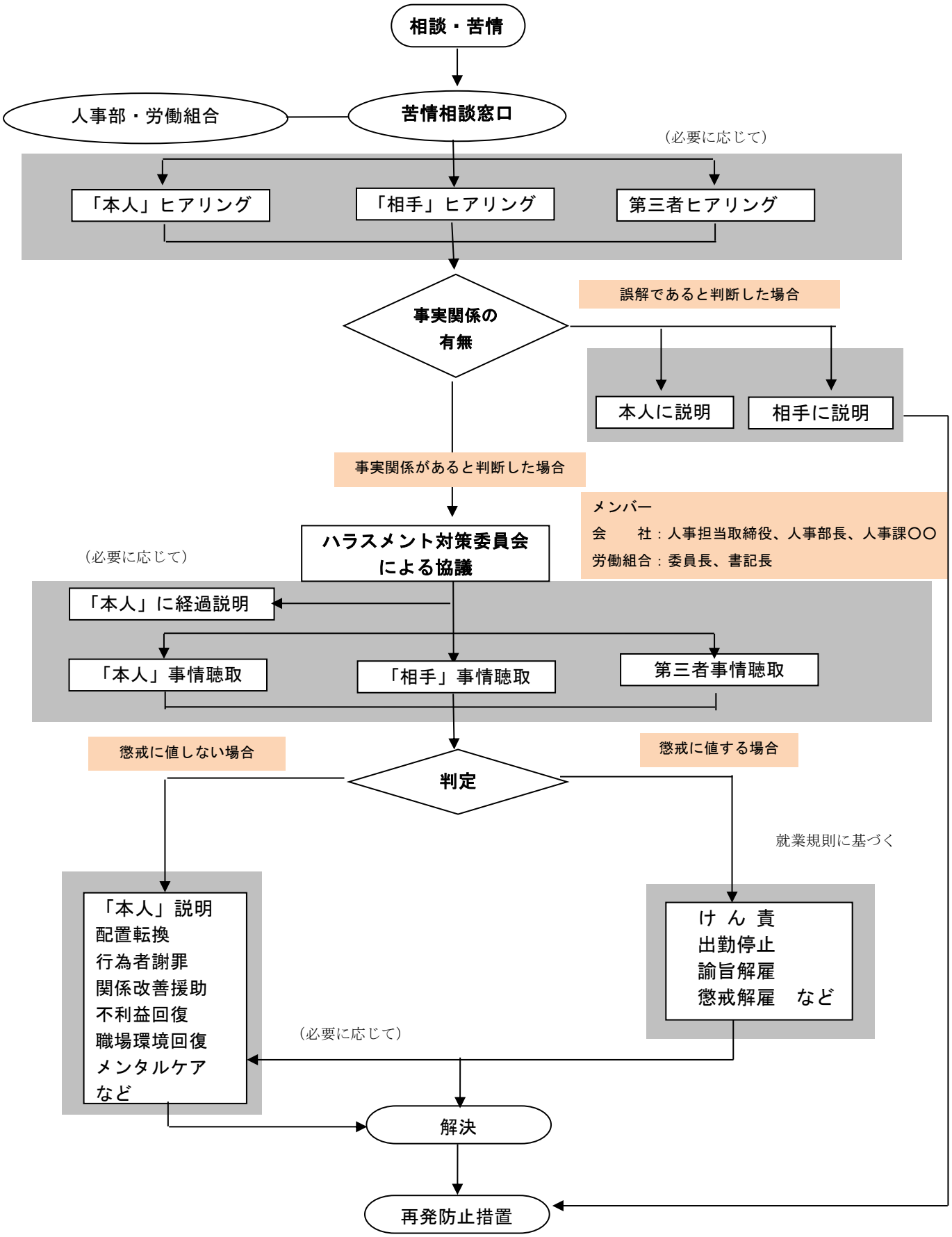相談・苦情への対応の流れの事例