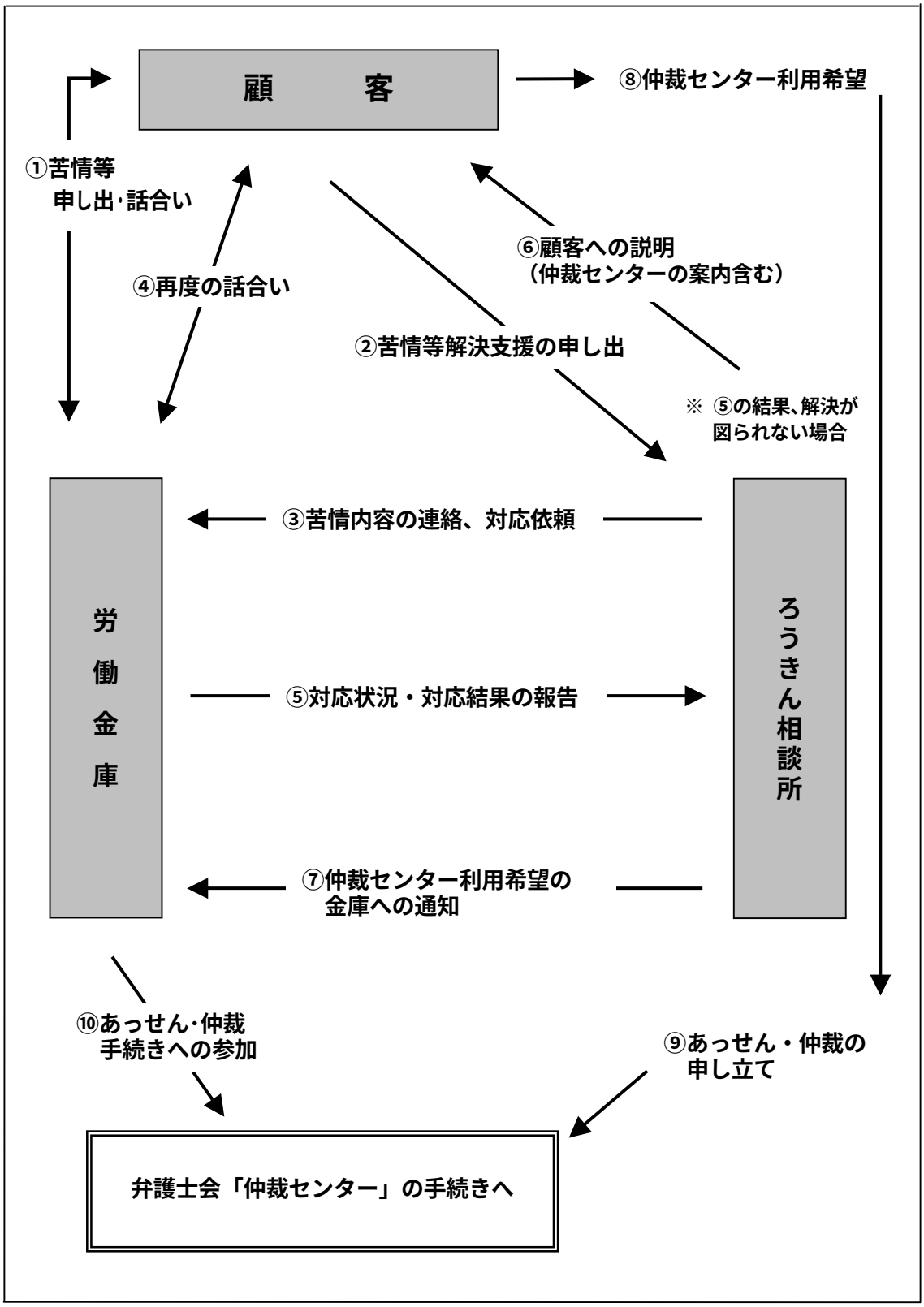● 苦情・紛争解決支援対応の流れ（フロー図）