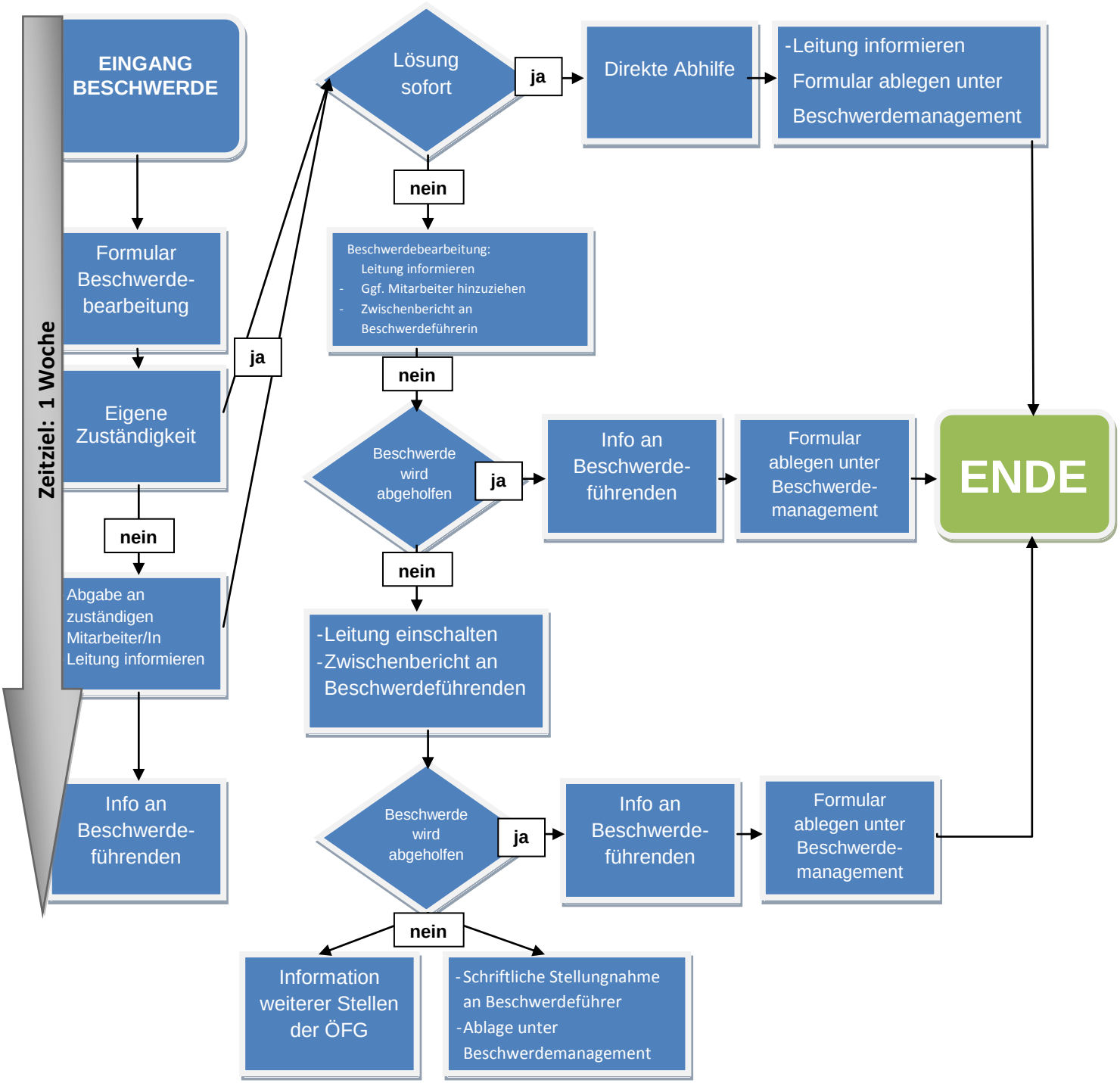Leitfaden im Umgang mit Beschwerden