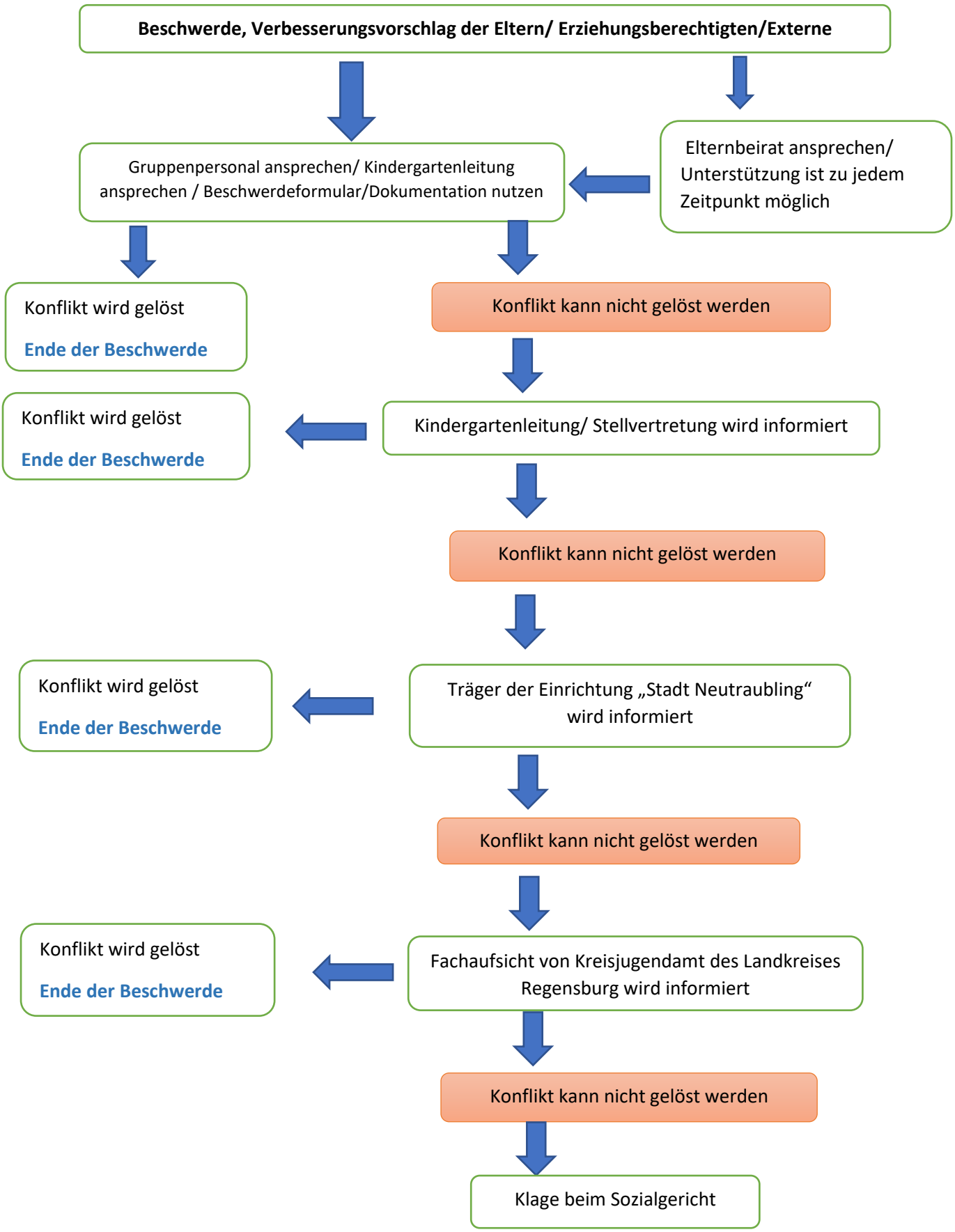Leitfaden zum Beschwerdemanagement