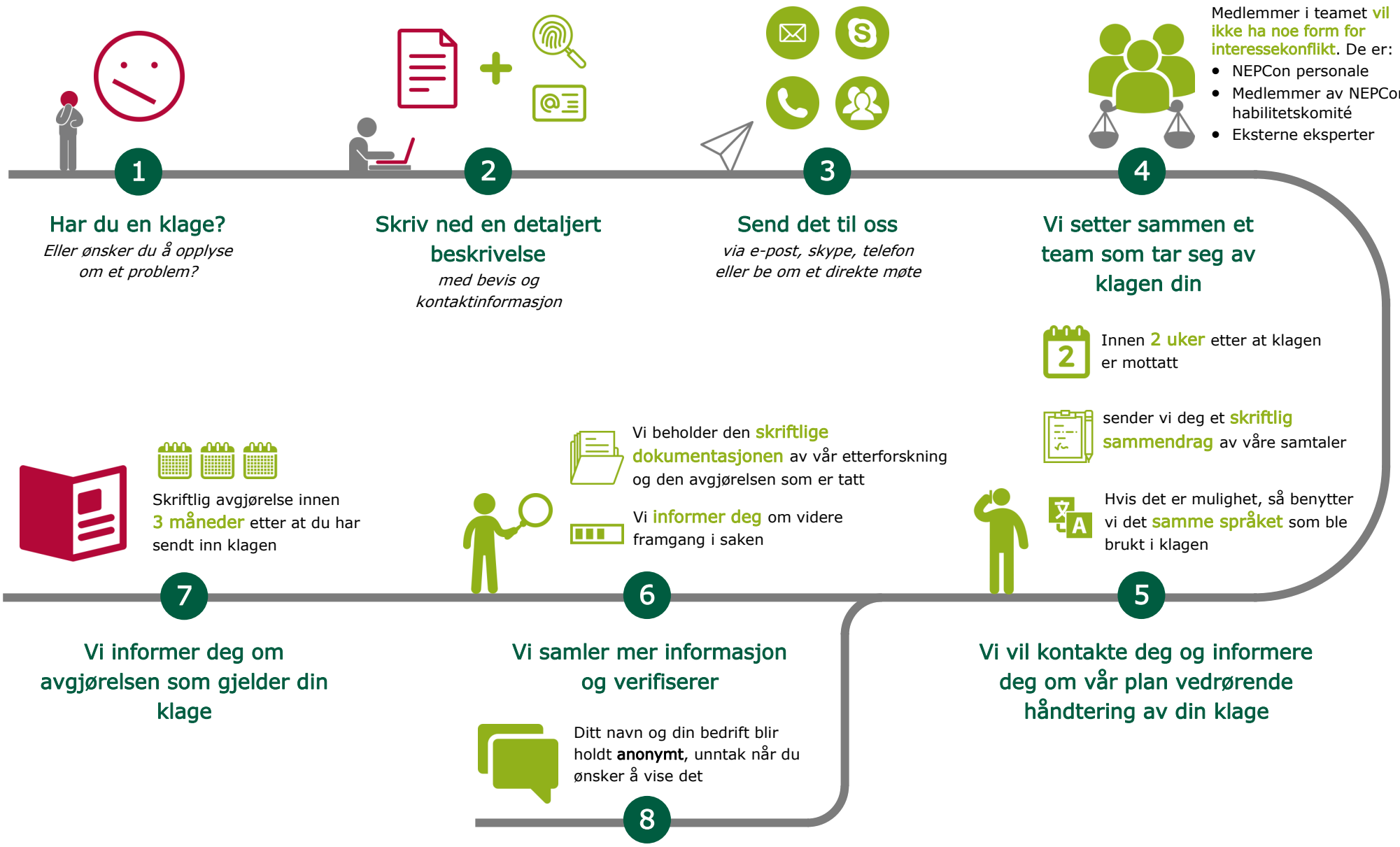Hvordan vi håndterer klager