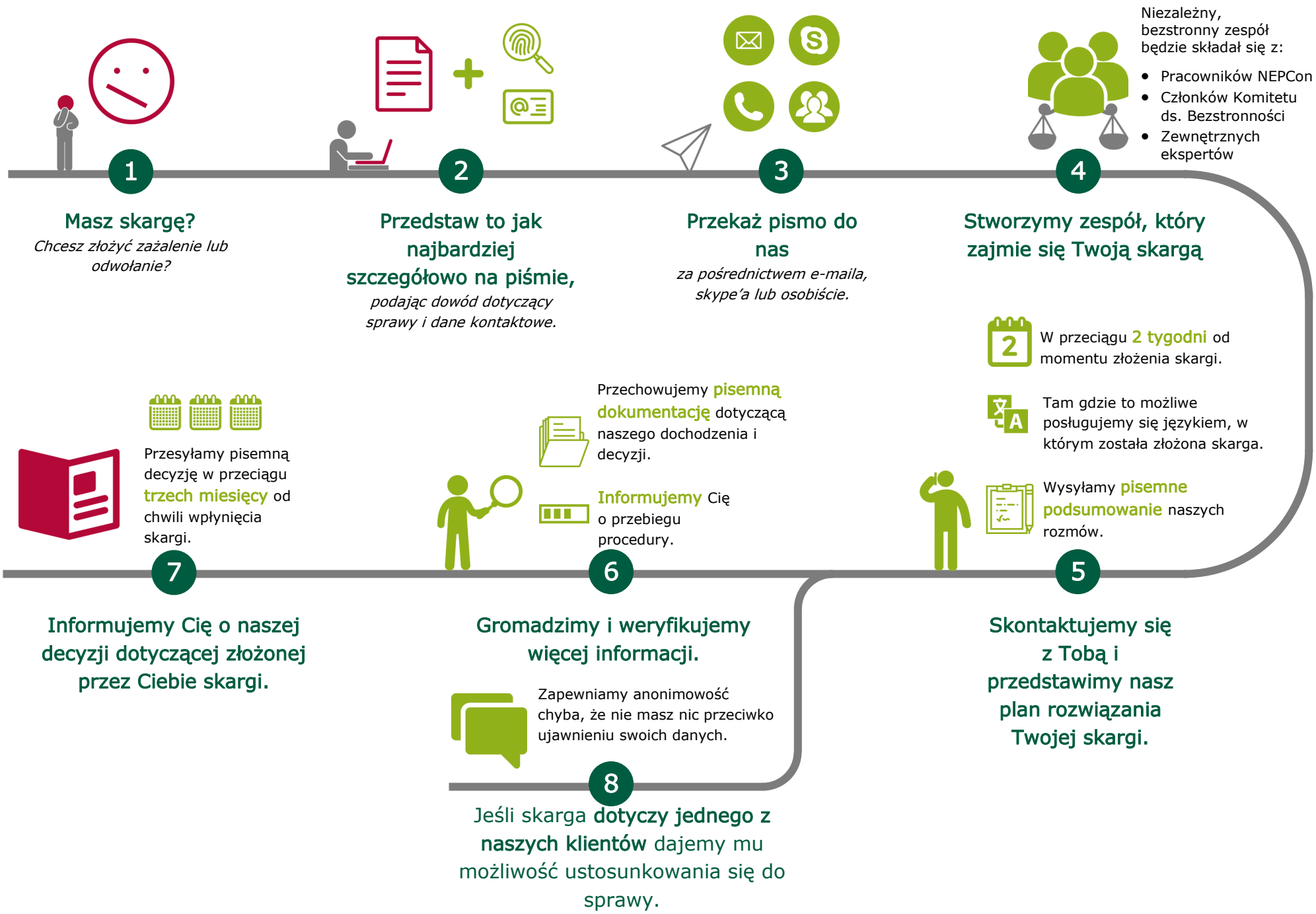Jak rozpatrujemy skargi i odwołania