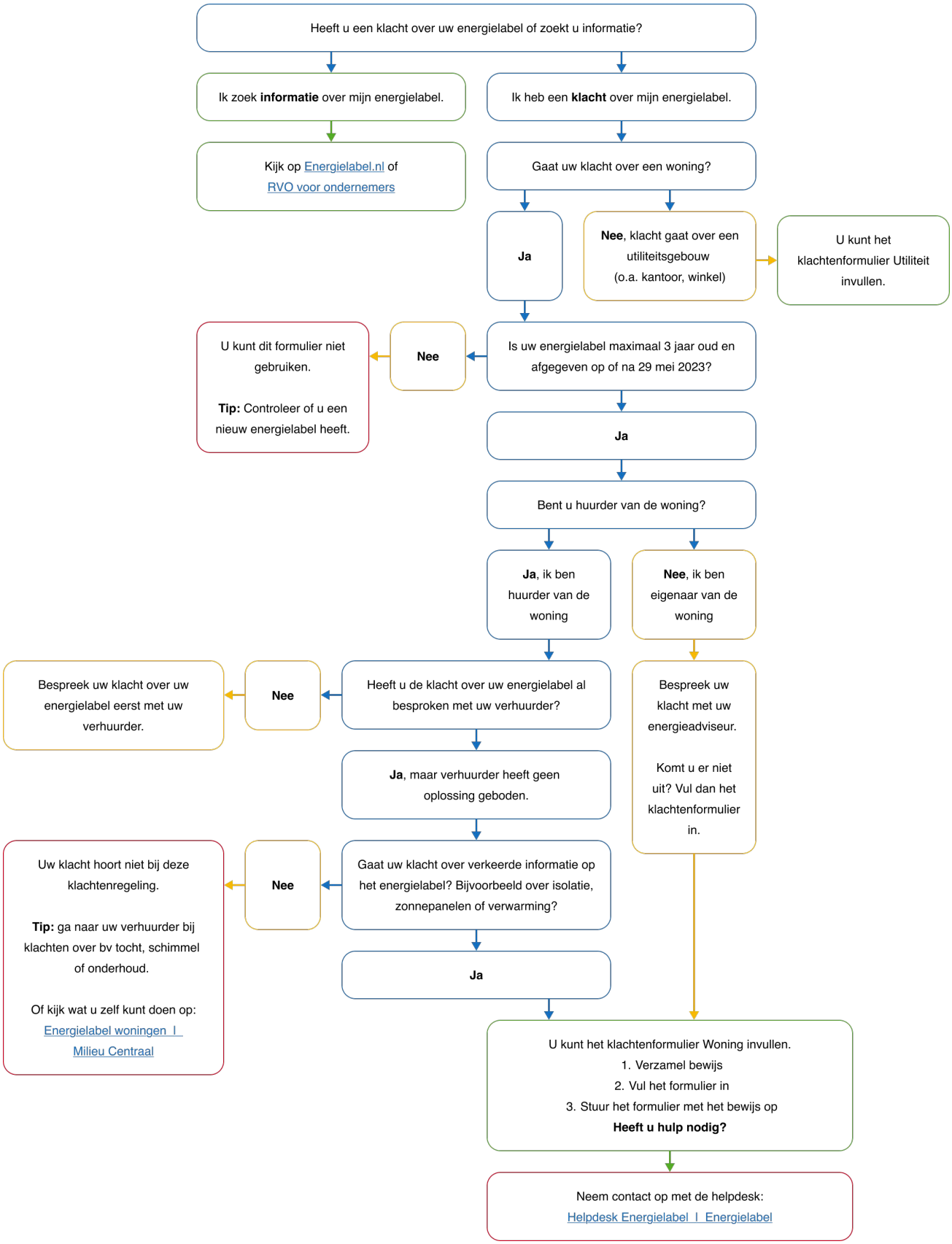Beslisboom klachtenformulier