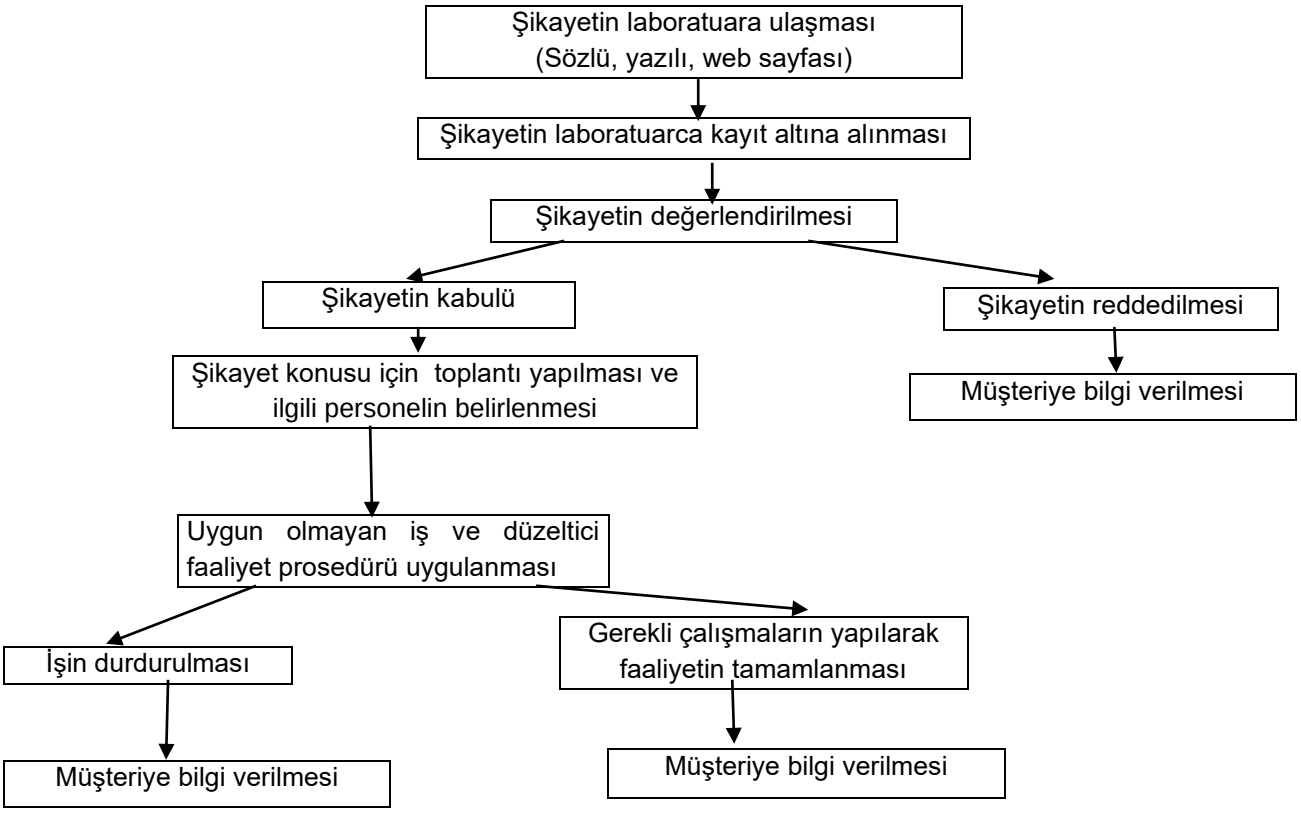PROTEST KALİBRASYON LABORATUVARI - Şikayetler için izlenen proses;