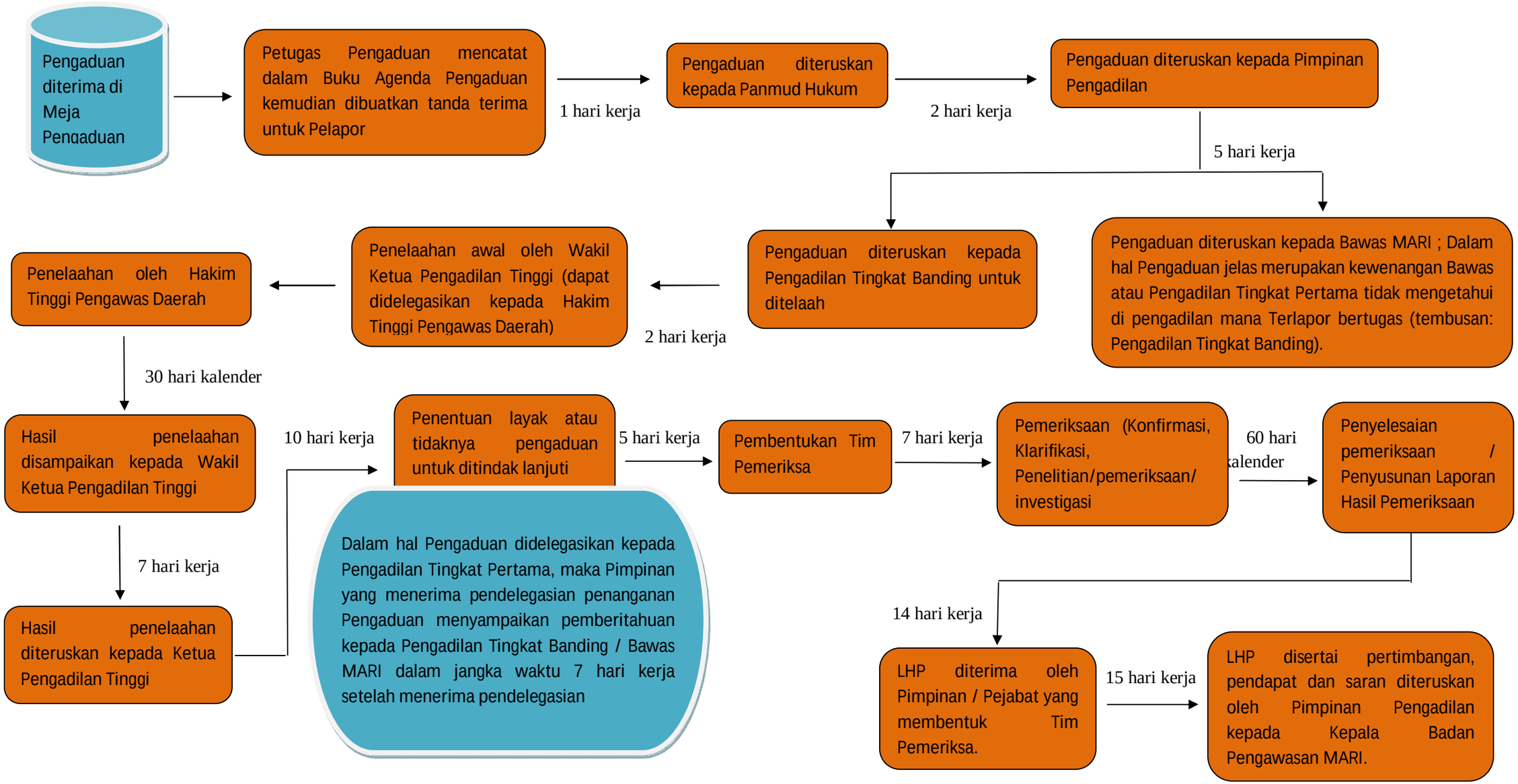ALUR DAN JANGKA WAKTU PENANGANAN PENGADUAN