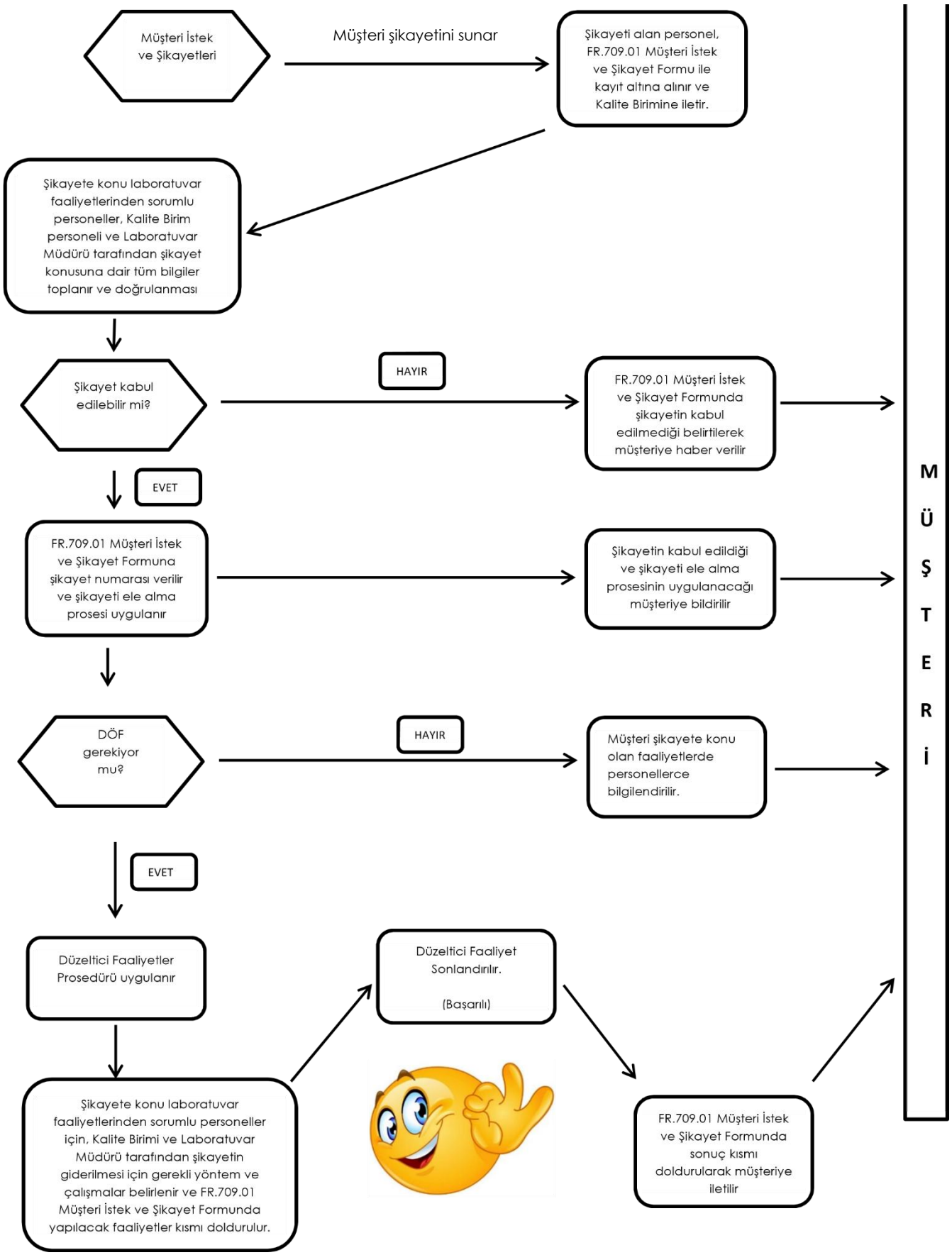LAVİN MÜHENDİSLİK ŞİKAYET PROSESİ