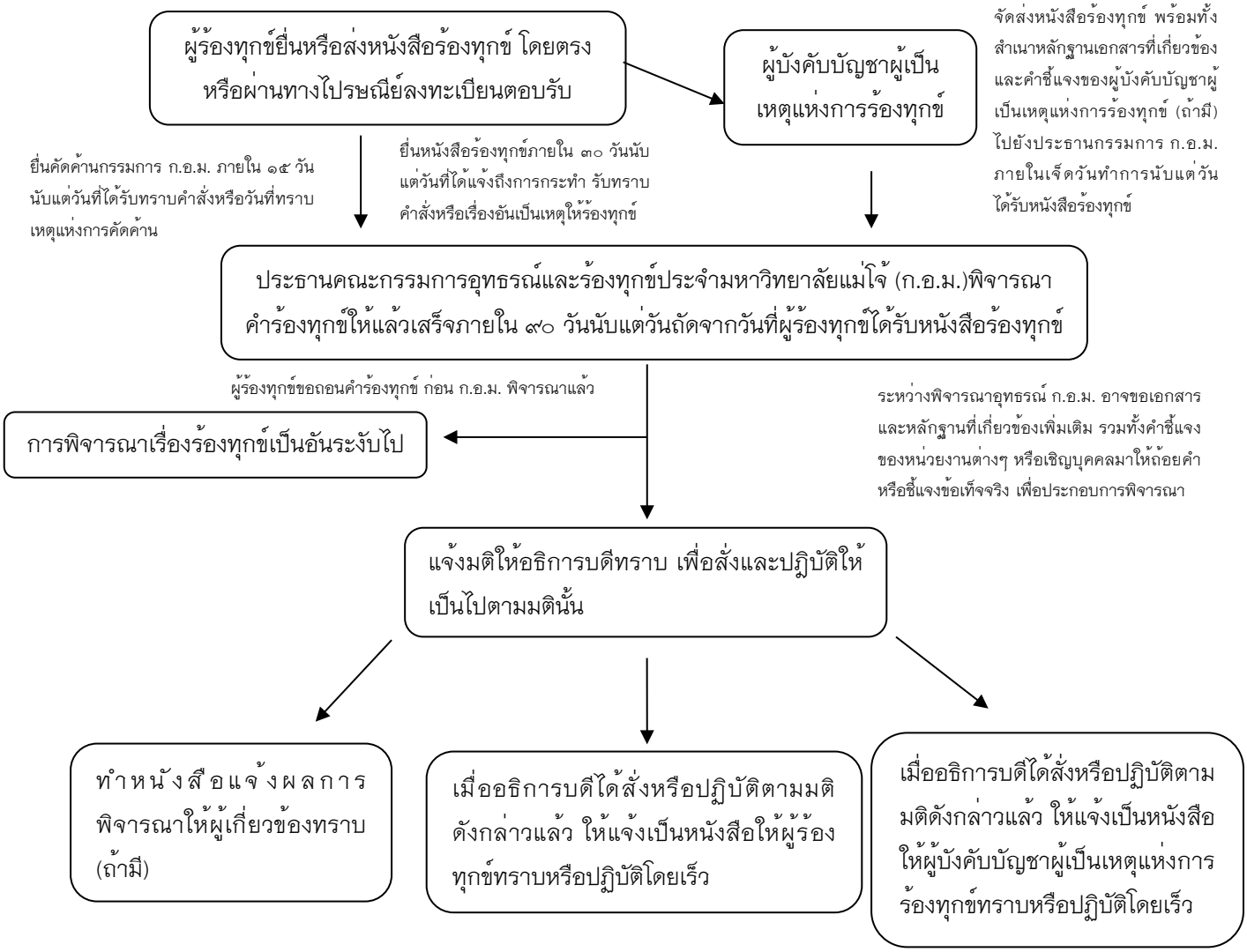แผนผังการร้องทุกข์