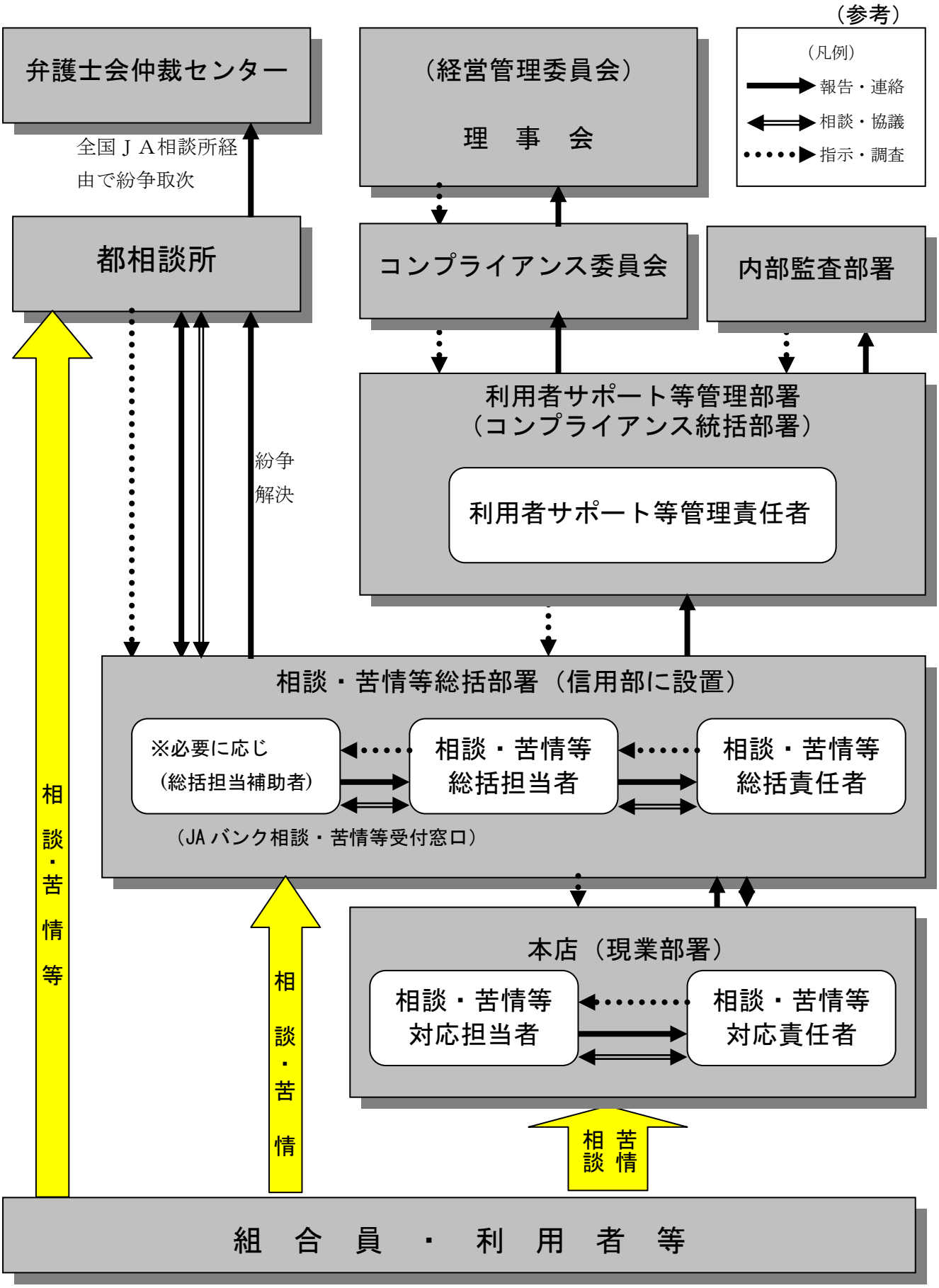
相談・苦情等対応態勢（報告ルート）図

別表１