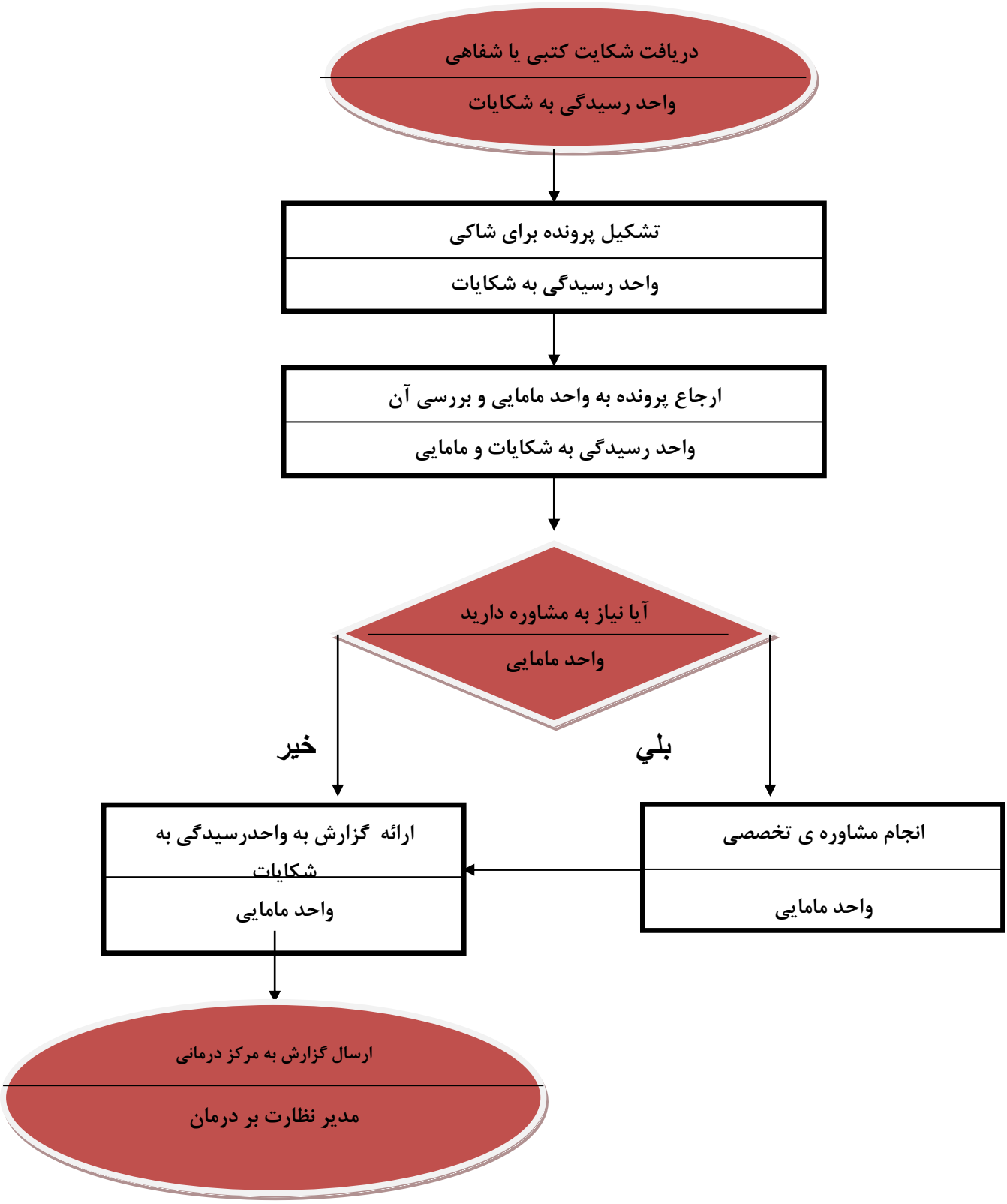فرايند بررسي شكايت مرتبط با مامایی