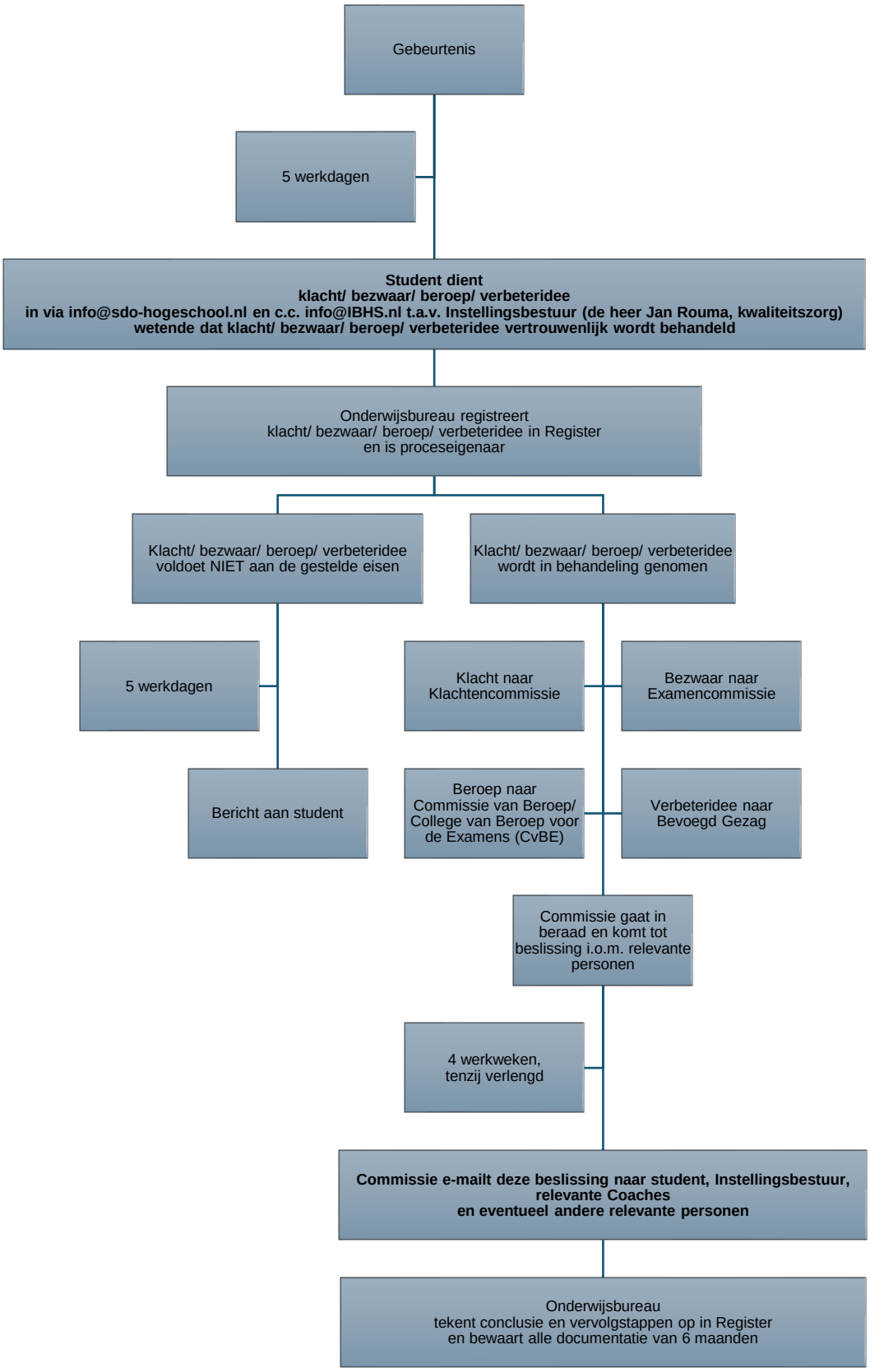Schematische weergave
klacht/ bezwaar/ beroep/ verbeteridee procedure