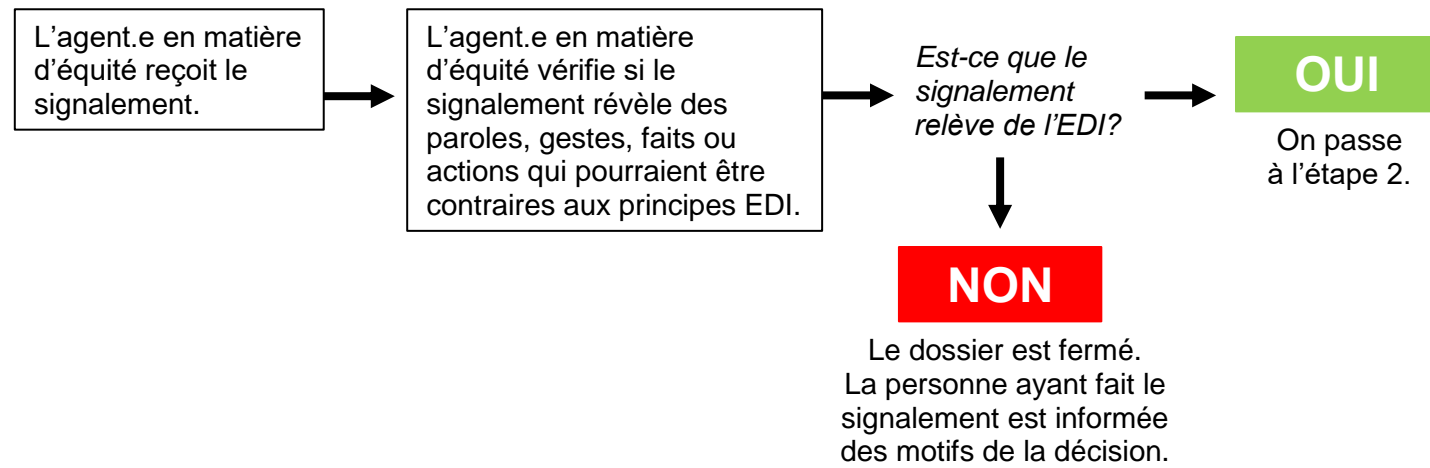
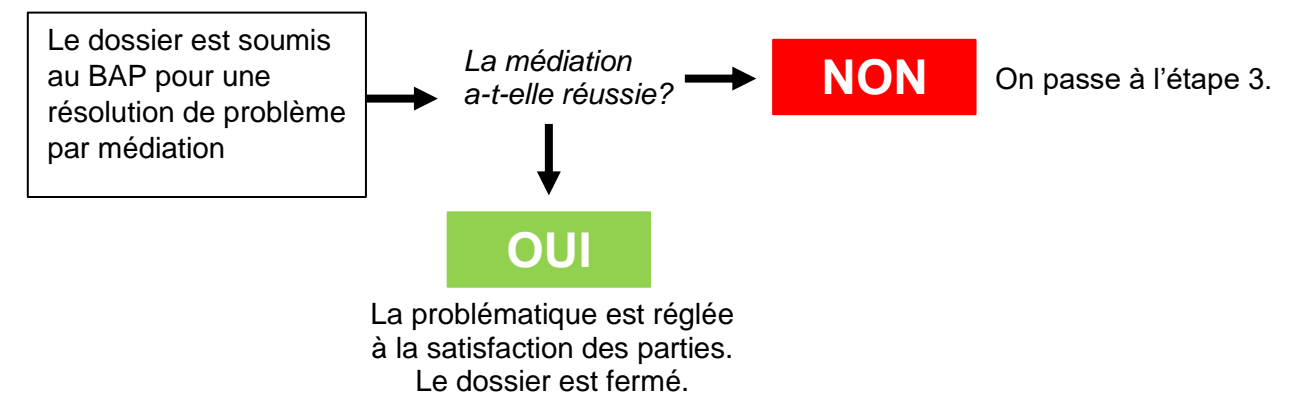


SCHÉMA DE TRAITEMENT DES PLAINTES EDI

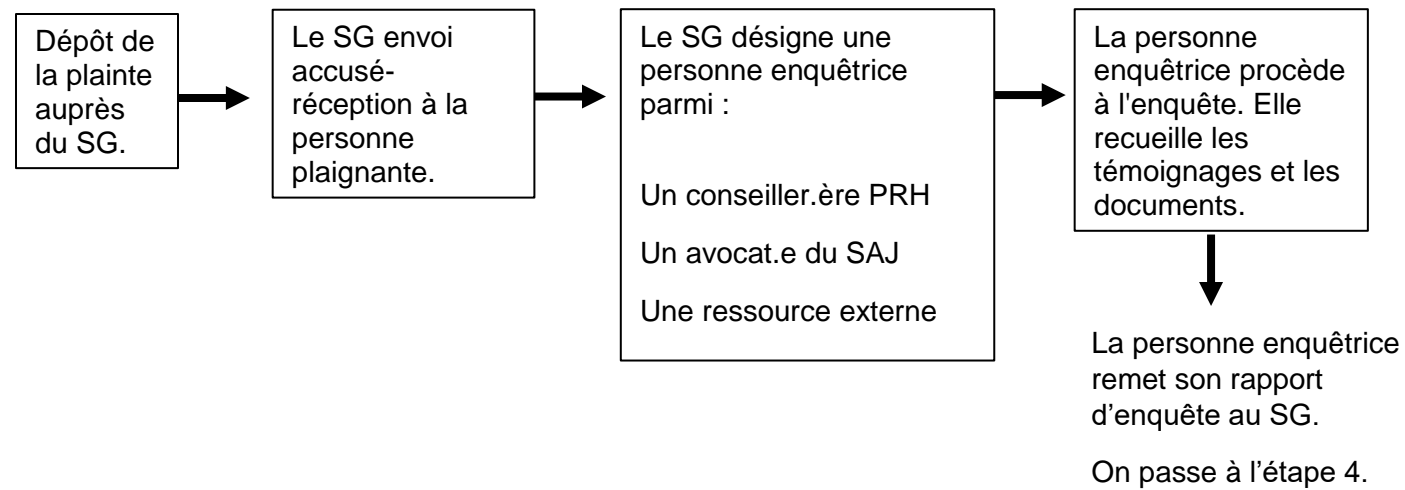
ÉTAPE 1 – SIGNALEMENT



ÉTAPE 2 – MÉDIATION



ÉTAPE 3 – TRAITEMENT DE LA PLAINTÉ



ÉTAPE 4 – CONCLUSION DE L'ENQUÊTE

