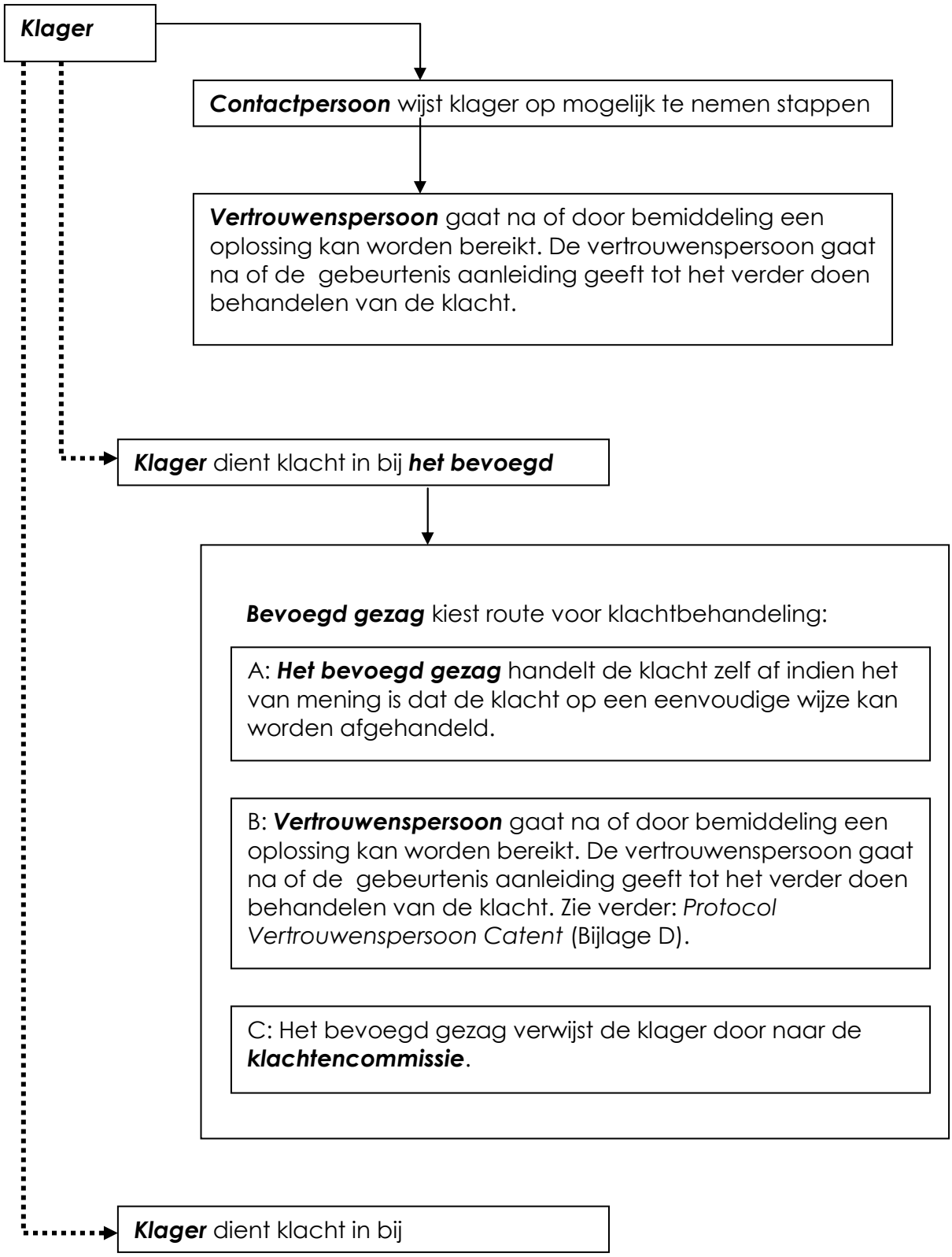Bijlage C: schema klachtenprocedure bij klachtenregeling Catent