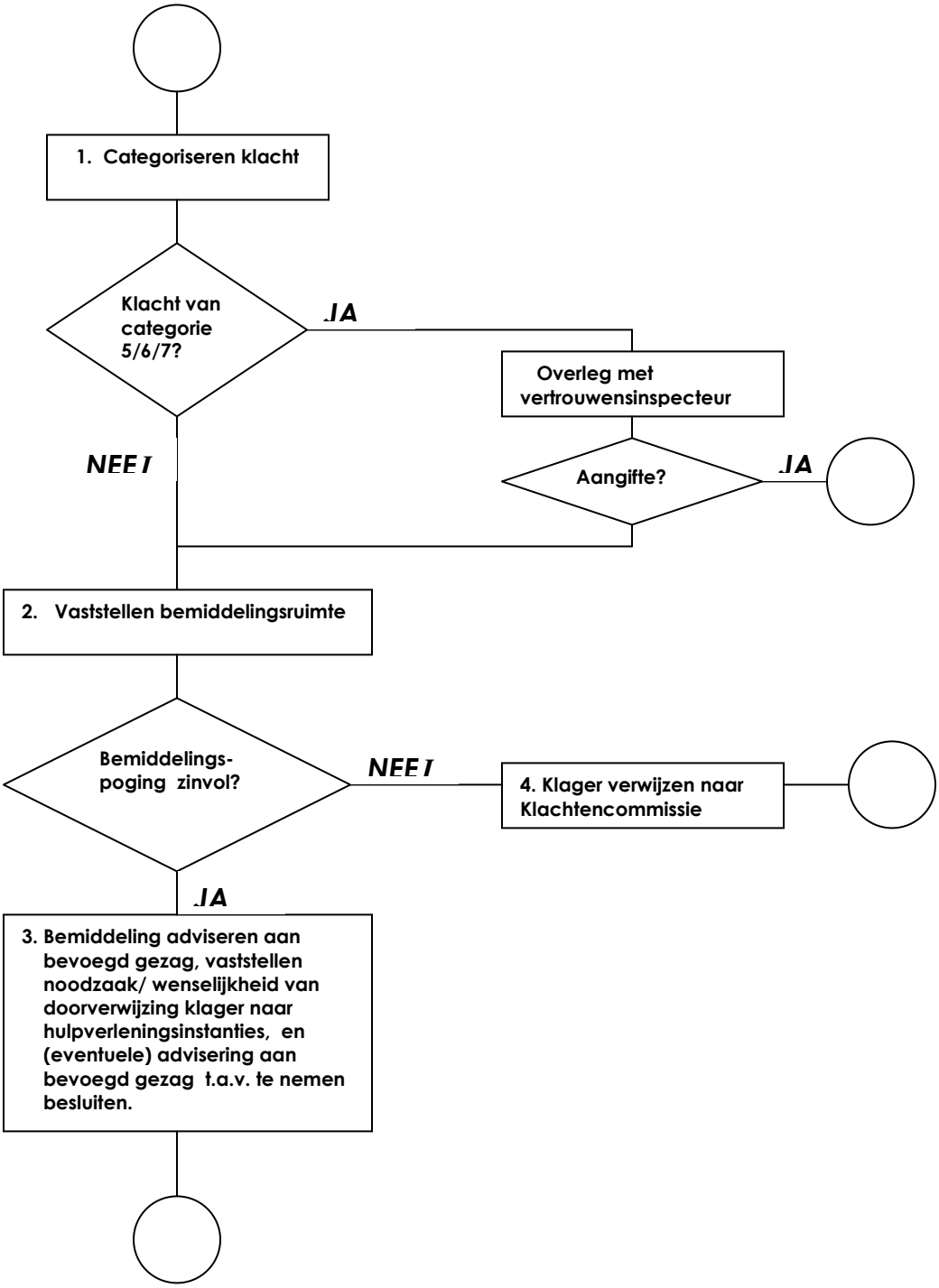Schema protocol Vertrouwenspersoon Catent (Bijlage E klachtenregeling)