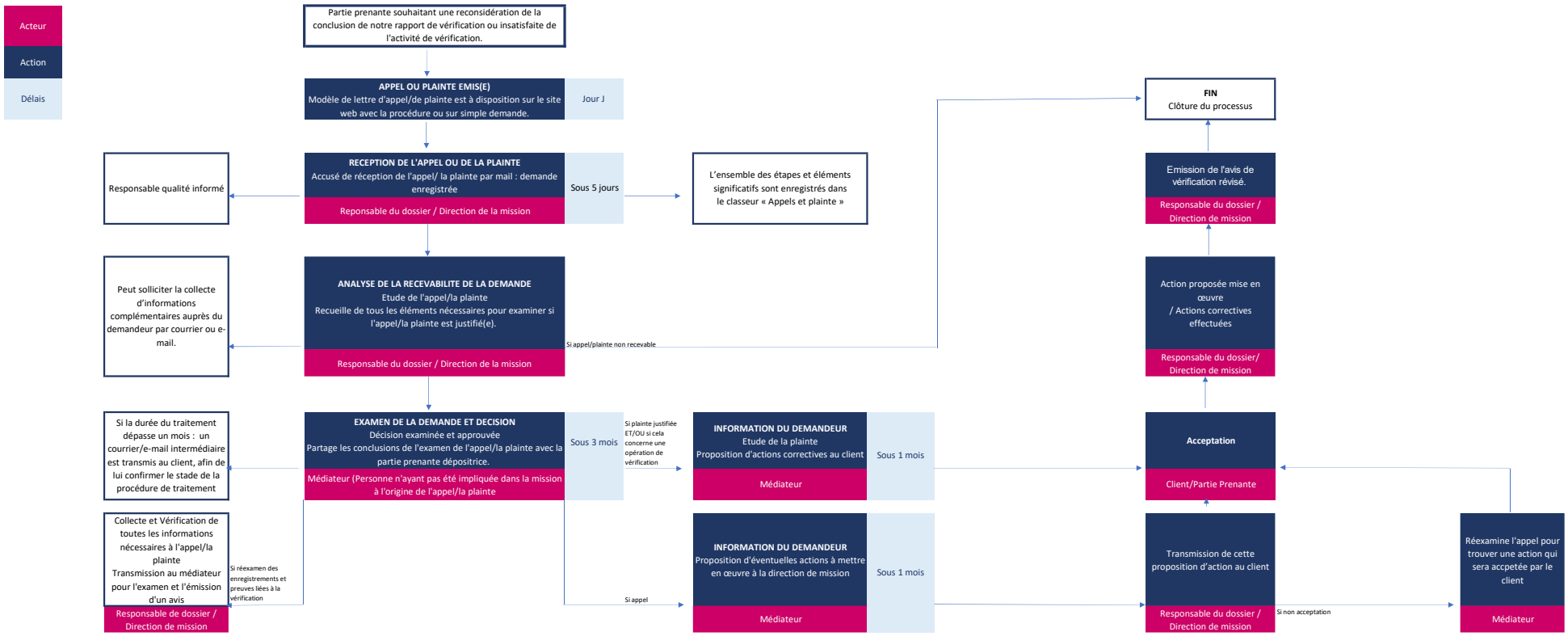Procédure pour déposer un appel/une plainte MAJ le 27/01/2025