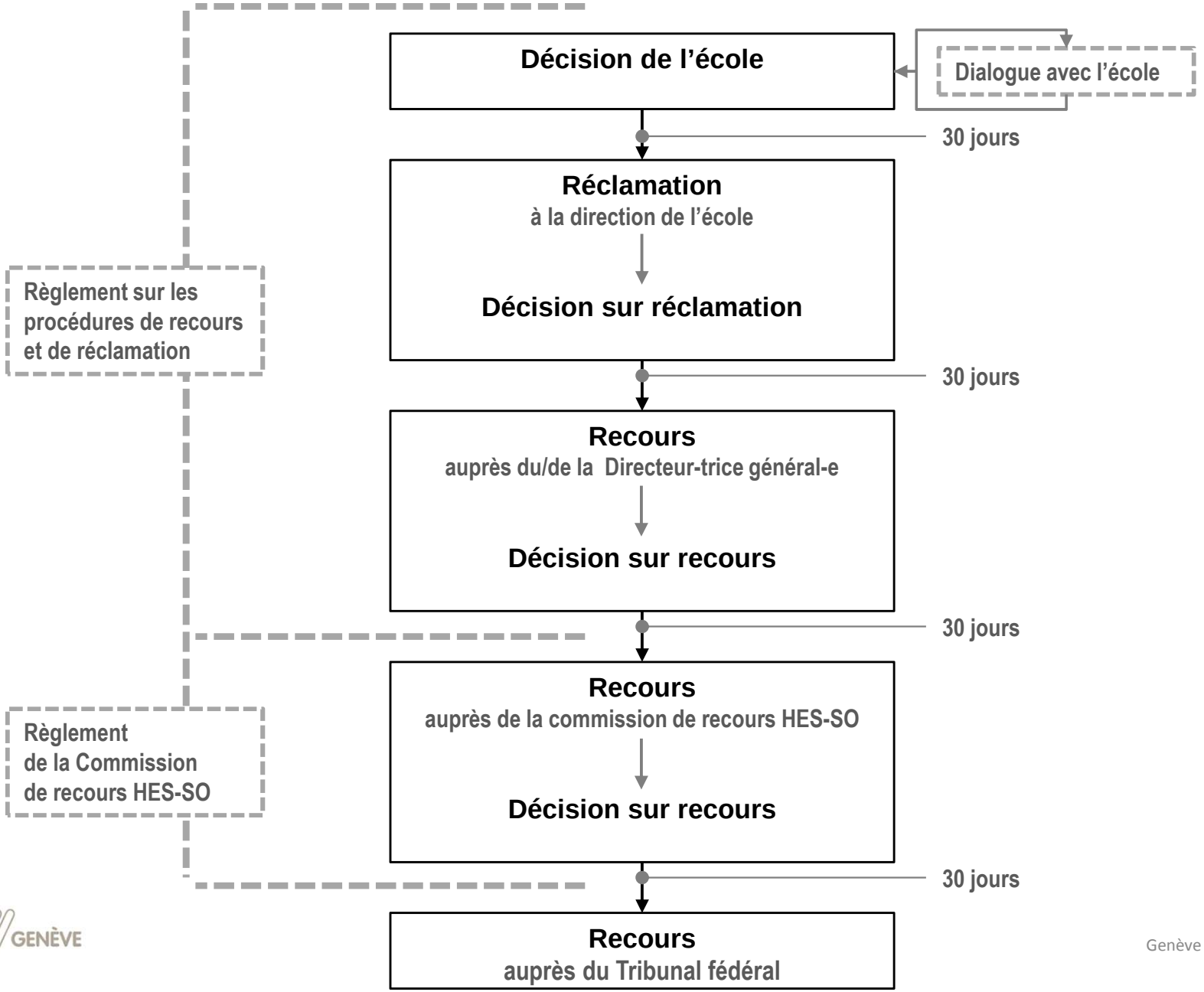Voies de réclamation et de recours (relations d'études)