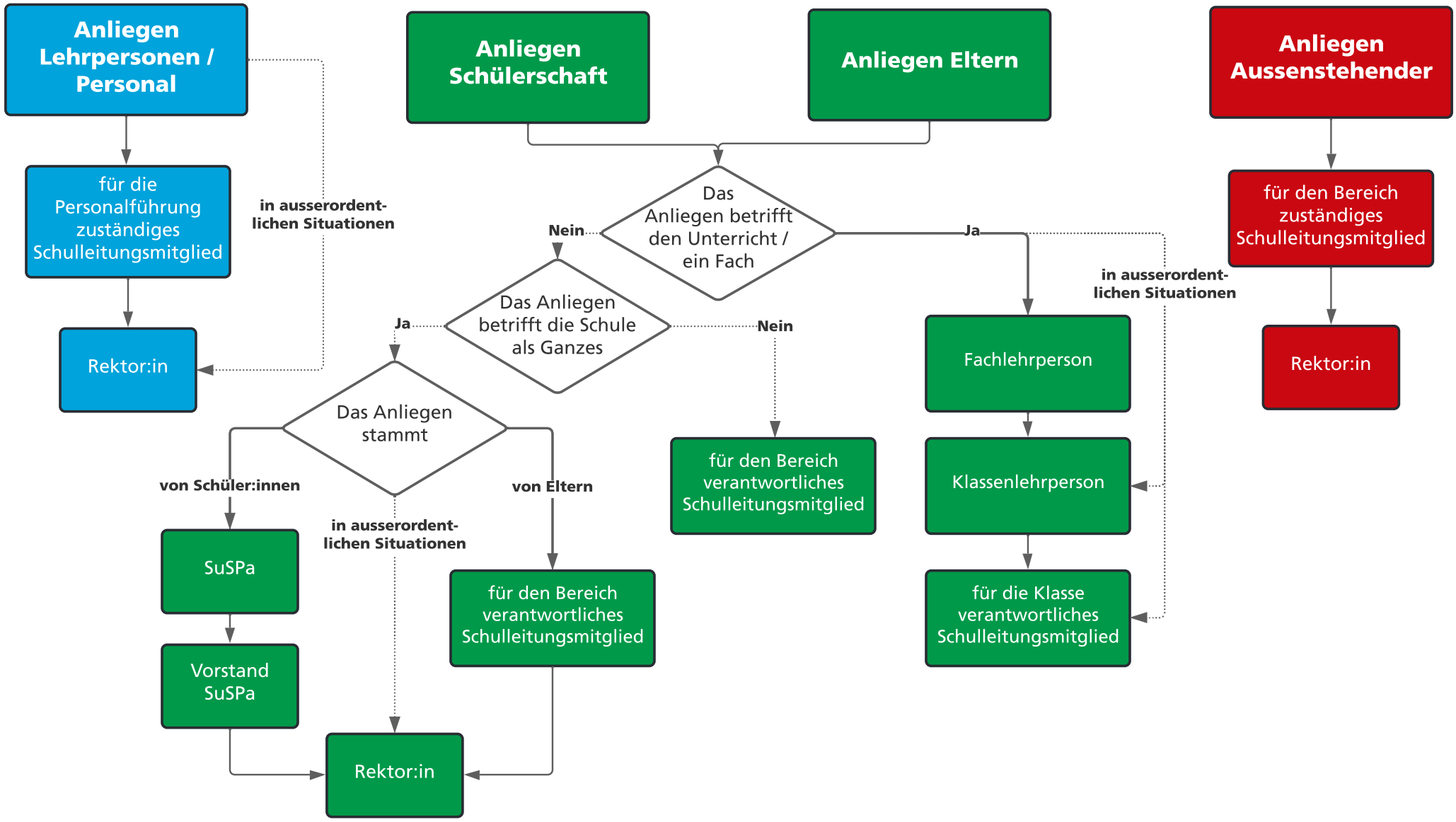Kommunikationswege bei Anliegen