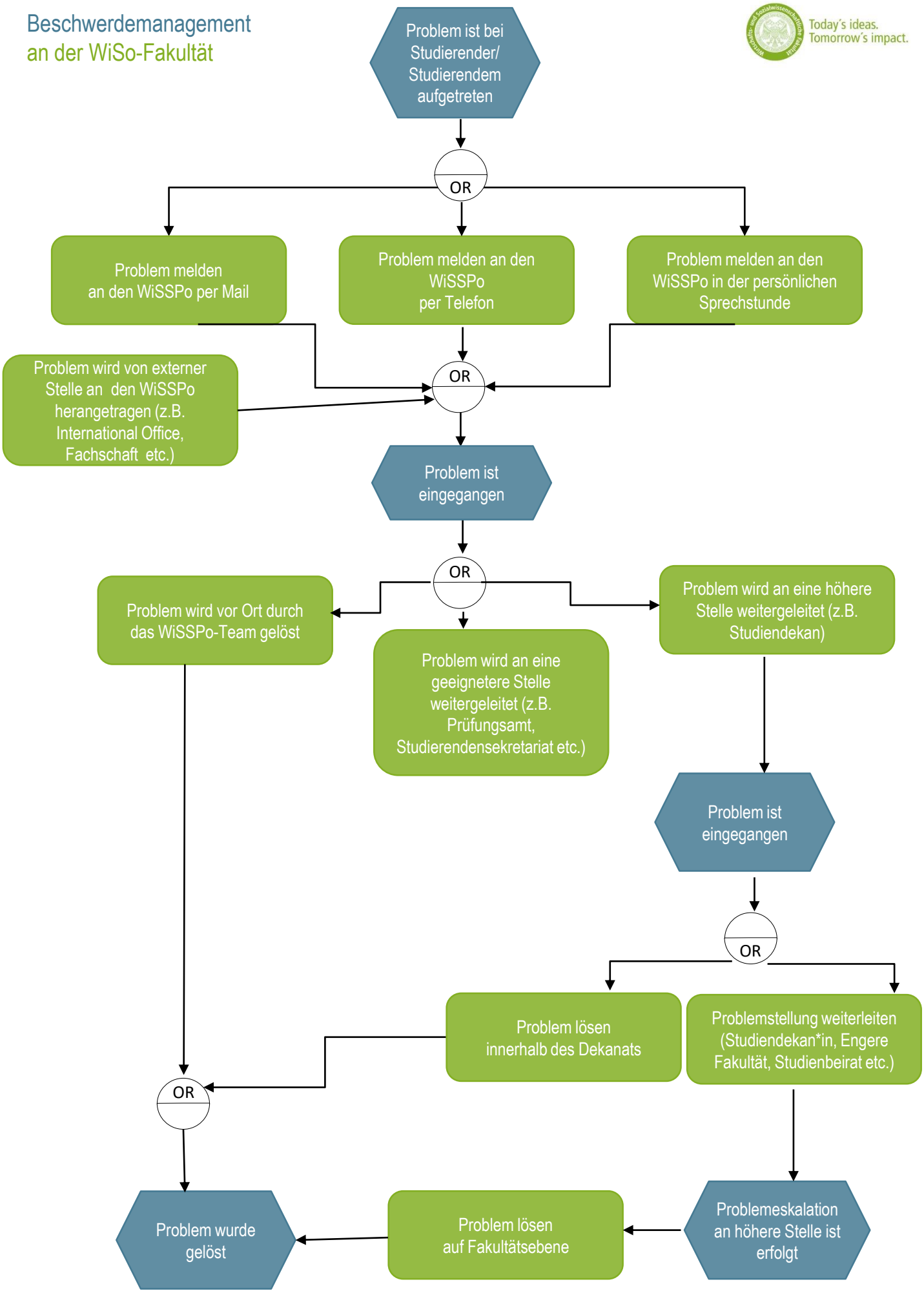Beschwerdemanagement an der WiSo-Fakultät