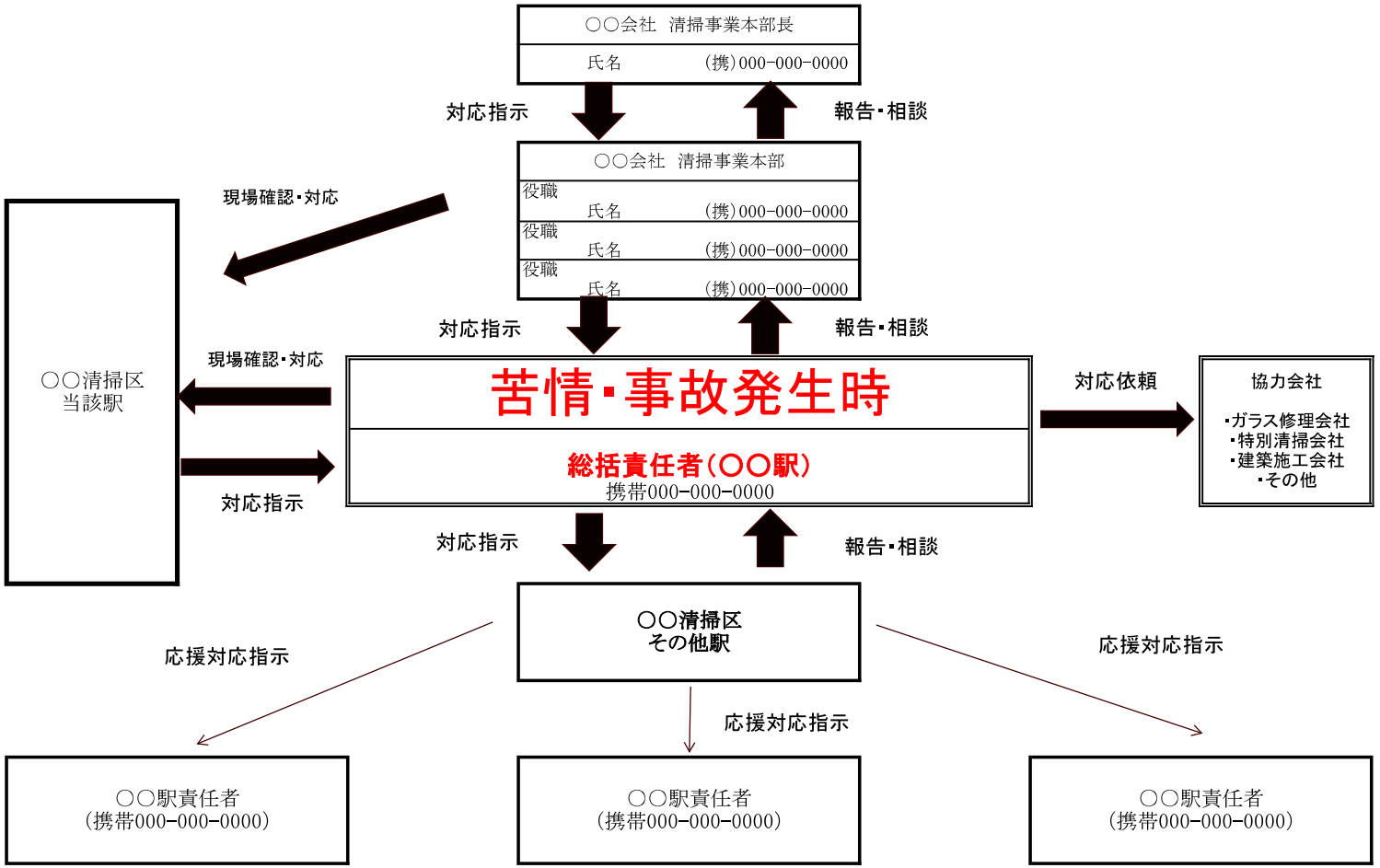苦情及び事故発生時連絡・報告体制（例）