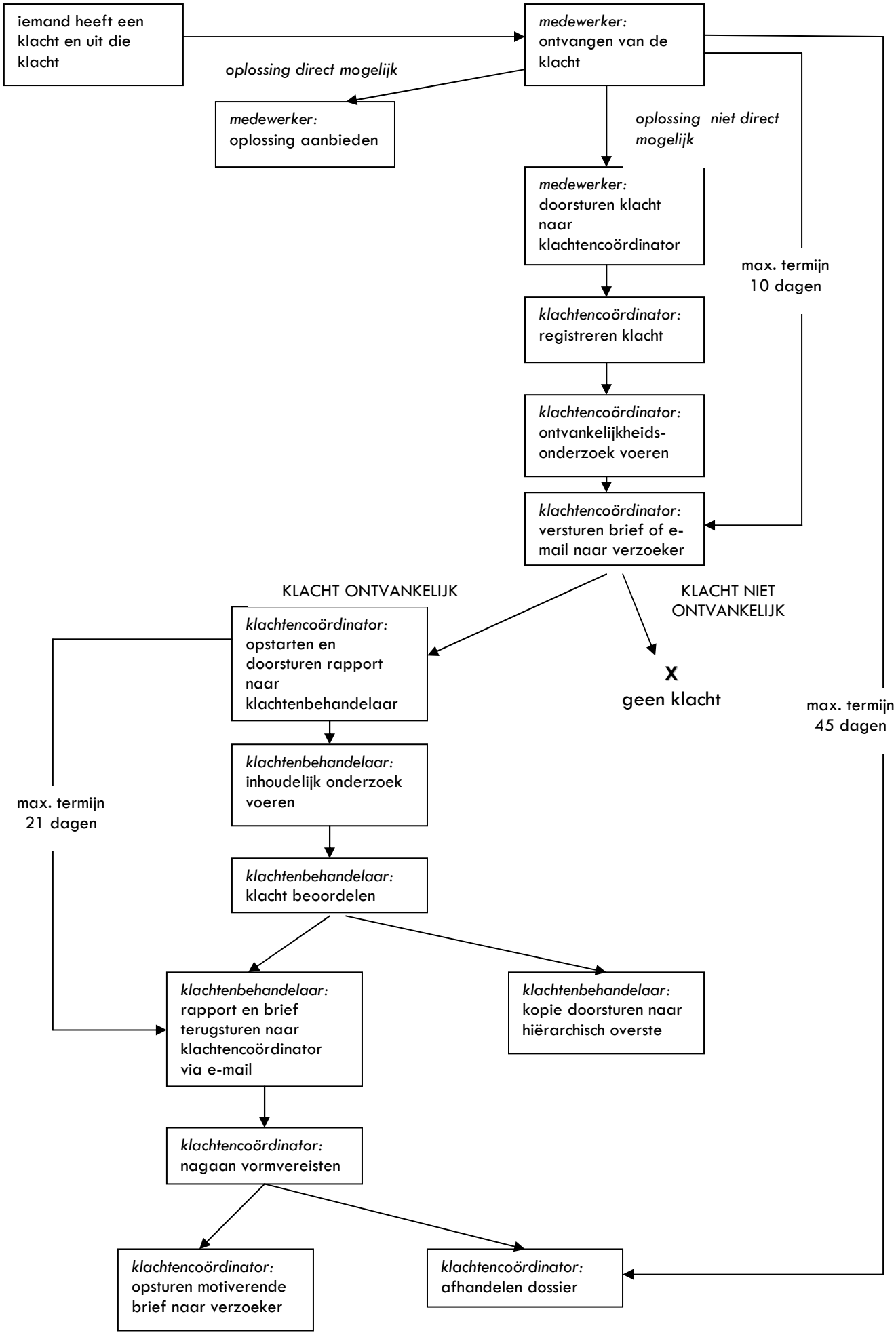SCHEMA KLACHTENBEHANDELING WAARSCHOOT