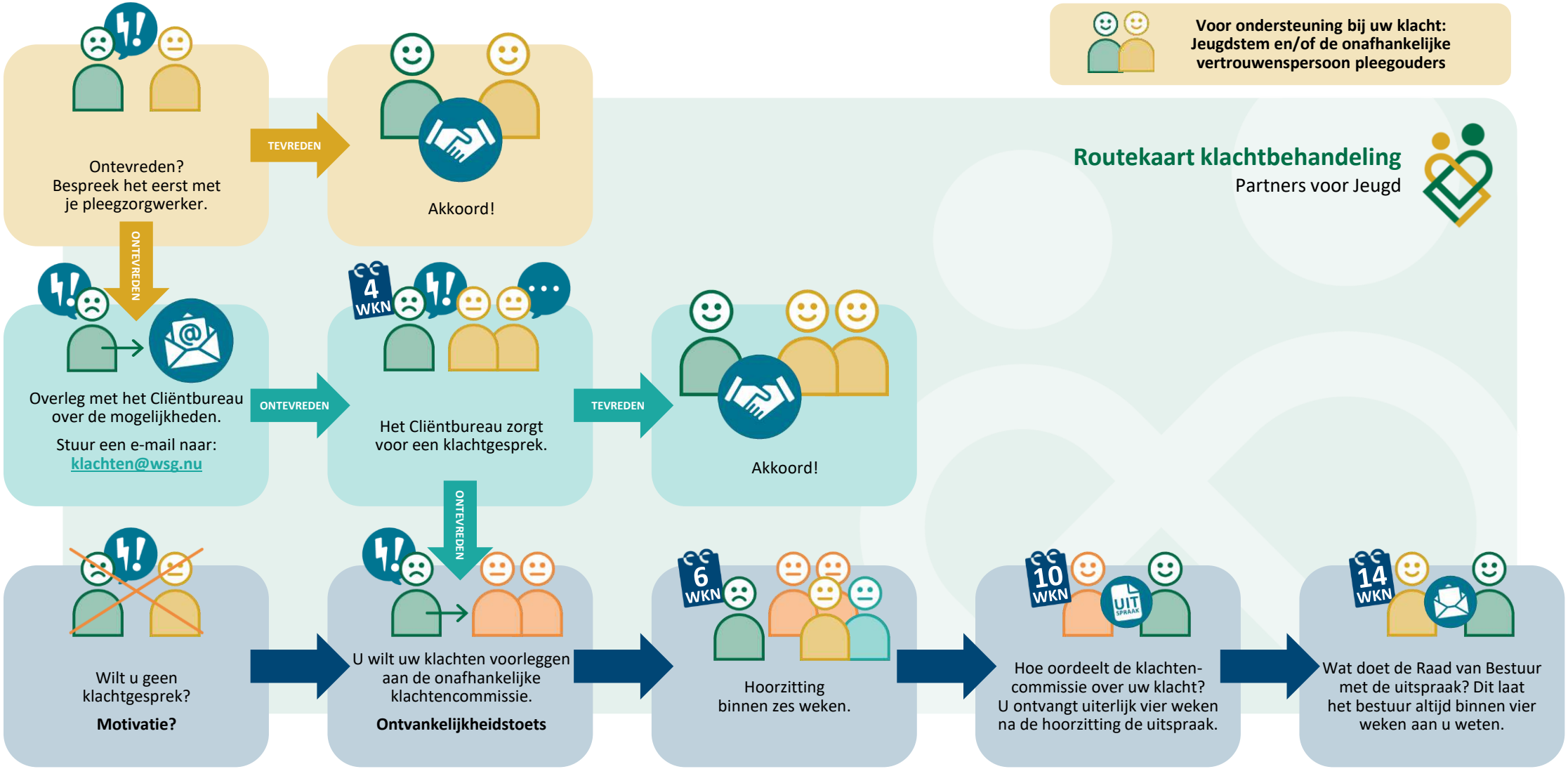Routekaart klachtbehandeling Cliëntbureau