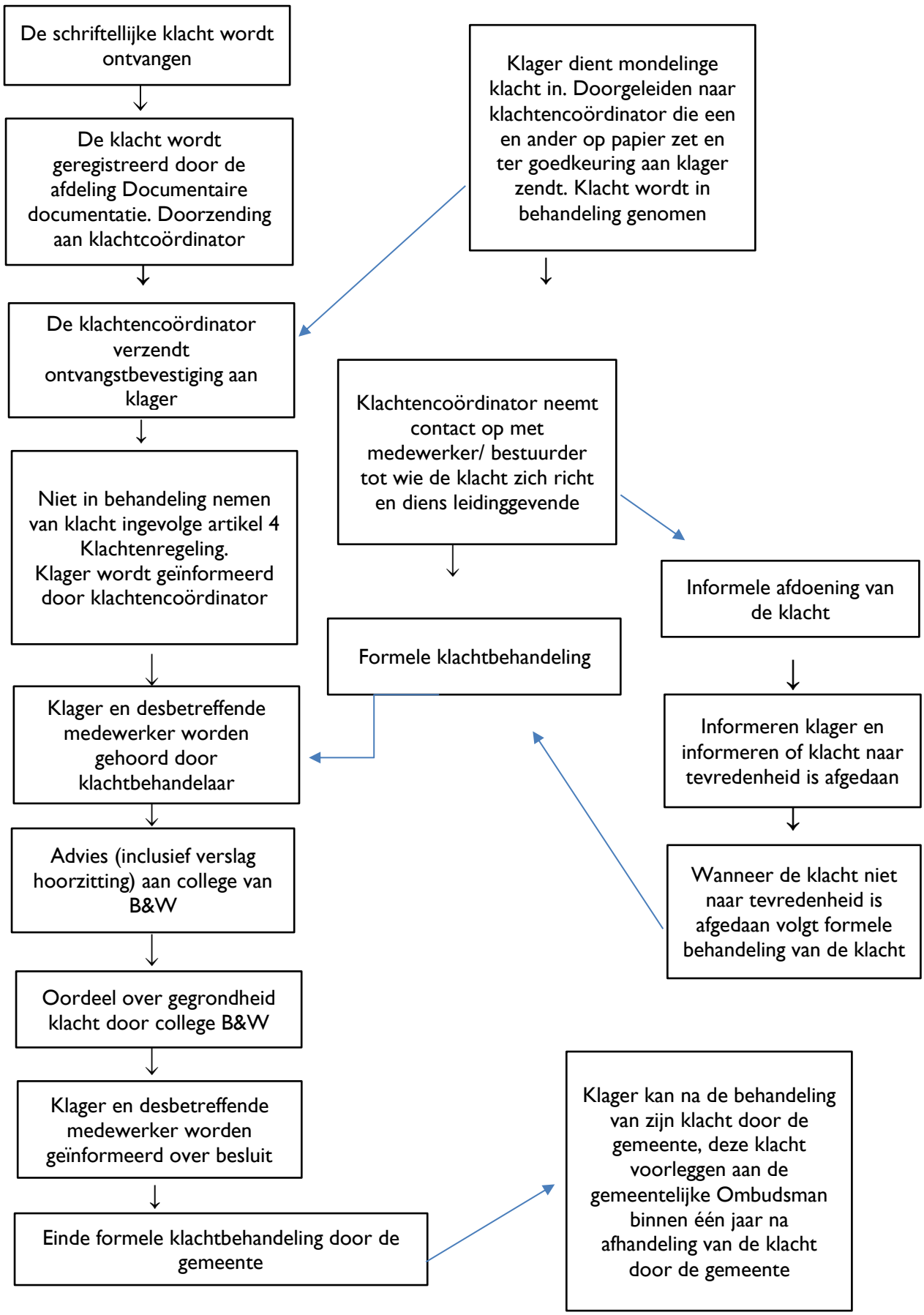Bijlage 1. Schema klachtbehandeling gemeente Doetinchem 2017.