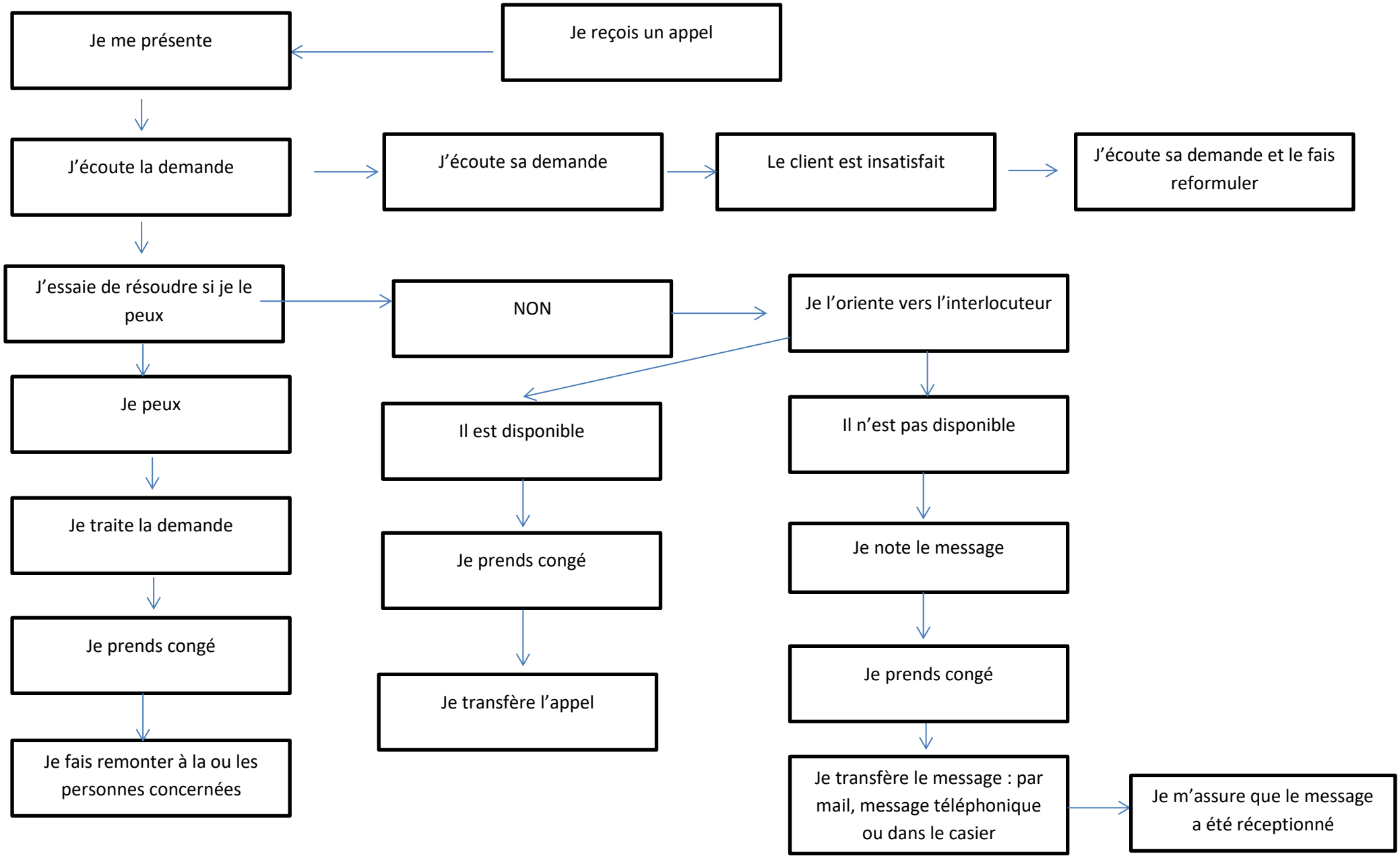CHARTE D'ACCUEIL INSATISFACTION CLIENT