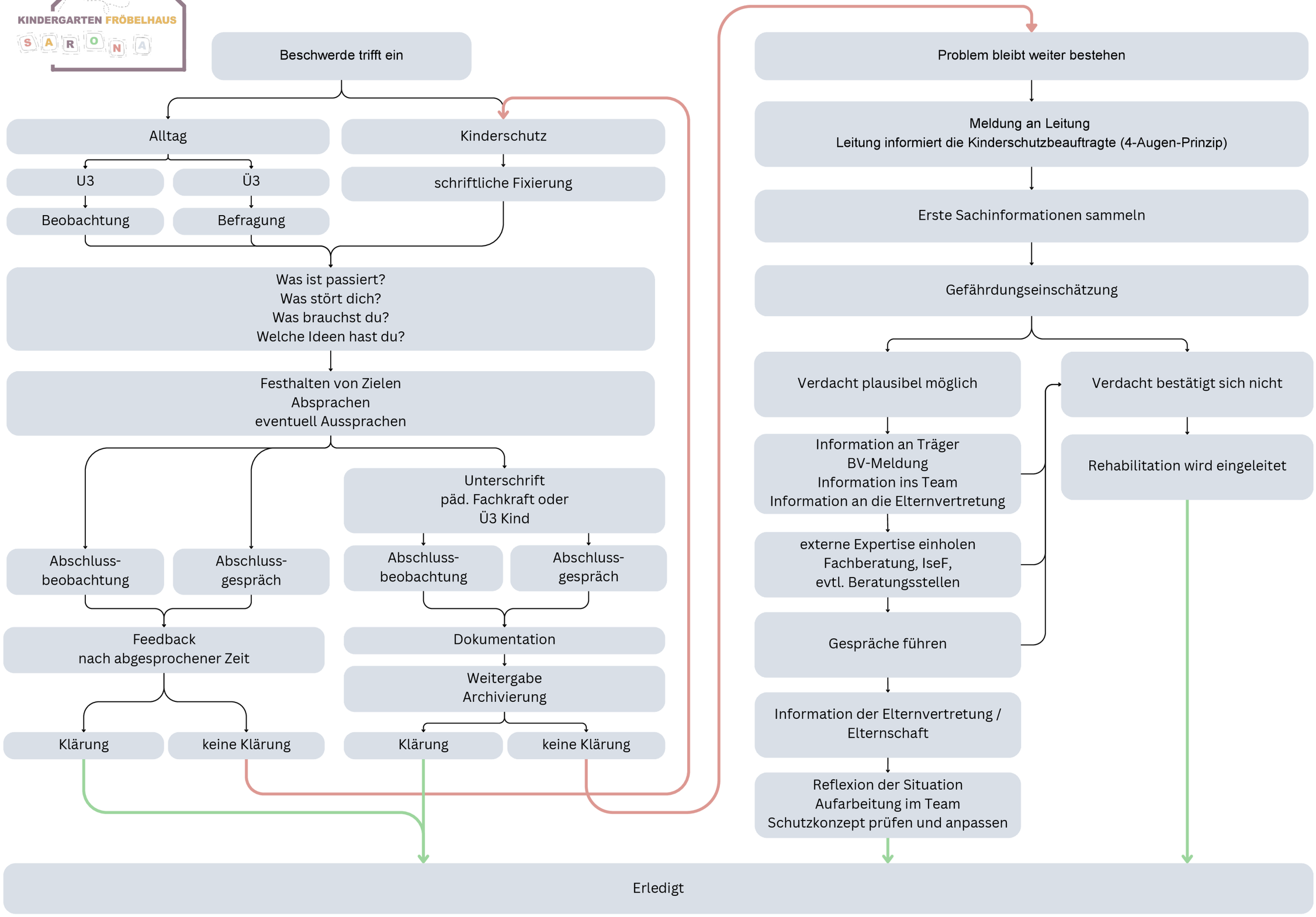Allgemeiner Ablauf Beschwerde