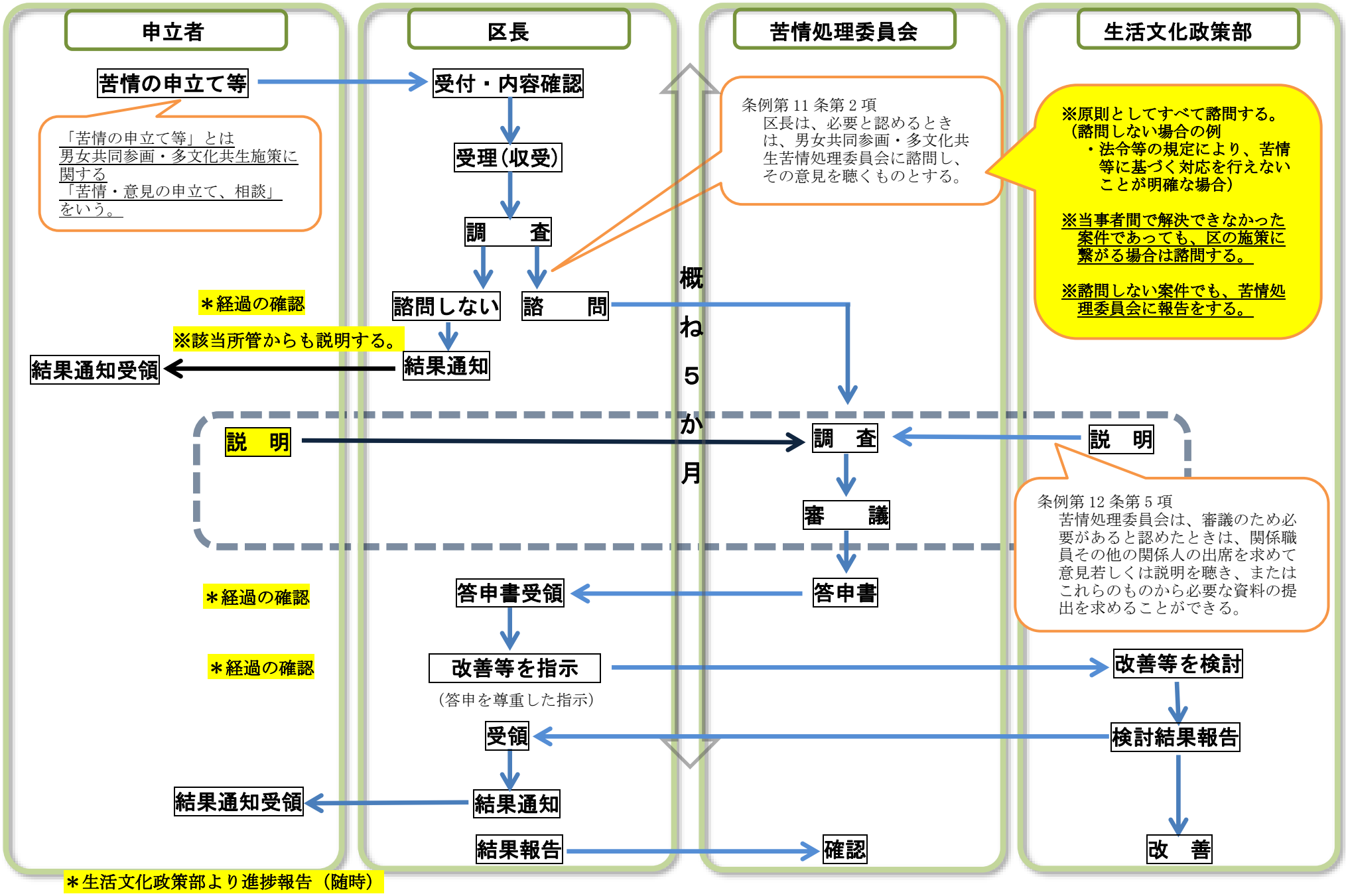男女共同参画・多文化共生施策に関する苦情処理の流れ