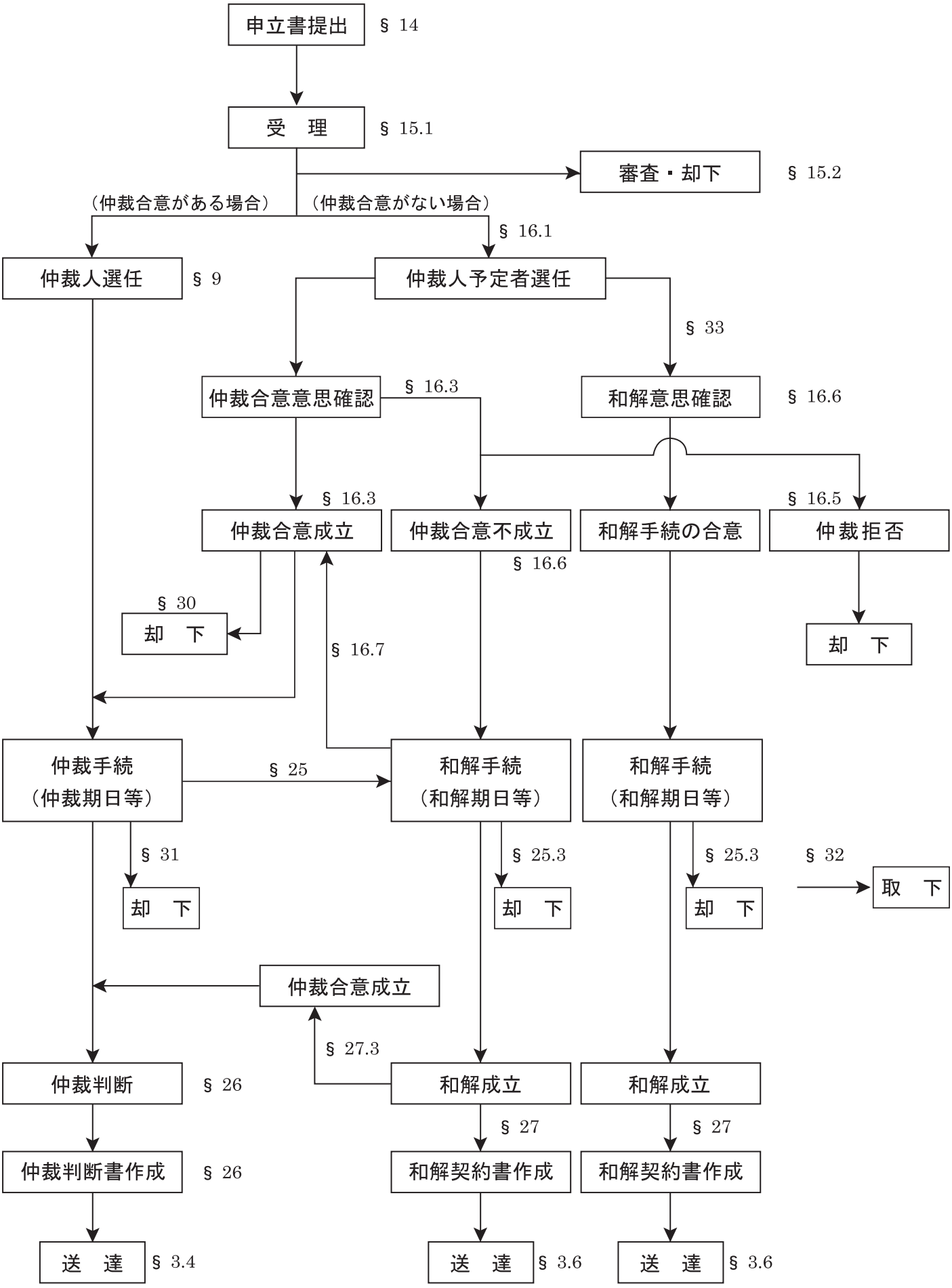仲裁手続及び和解あっせん手続の流れ