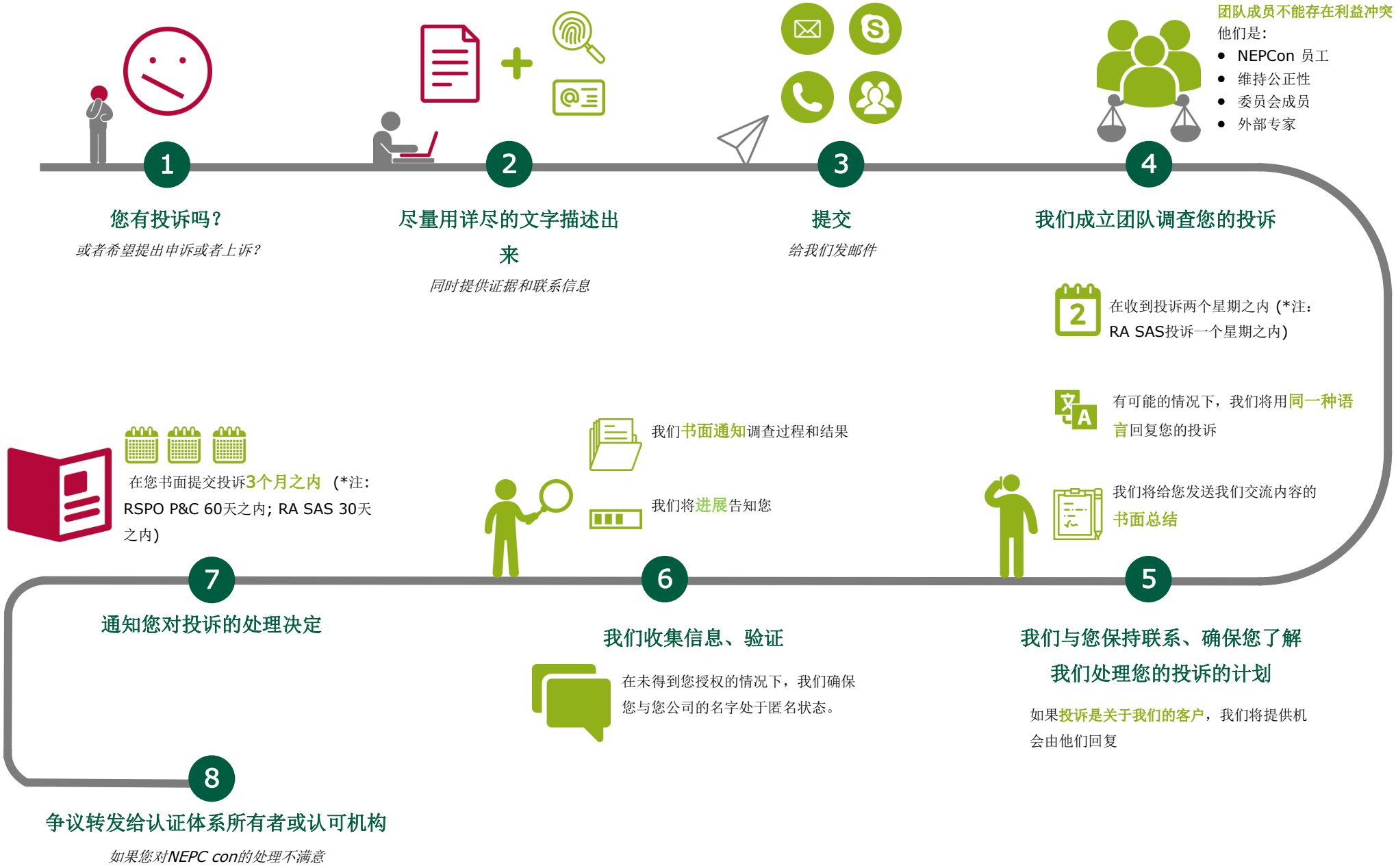我们如何处理争议和申诉