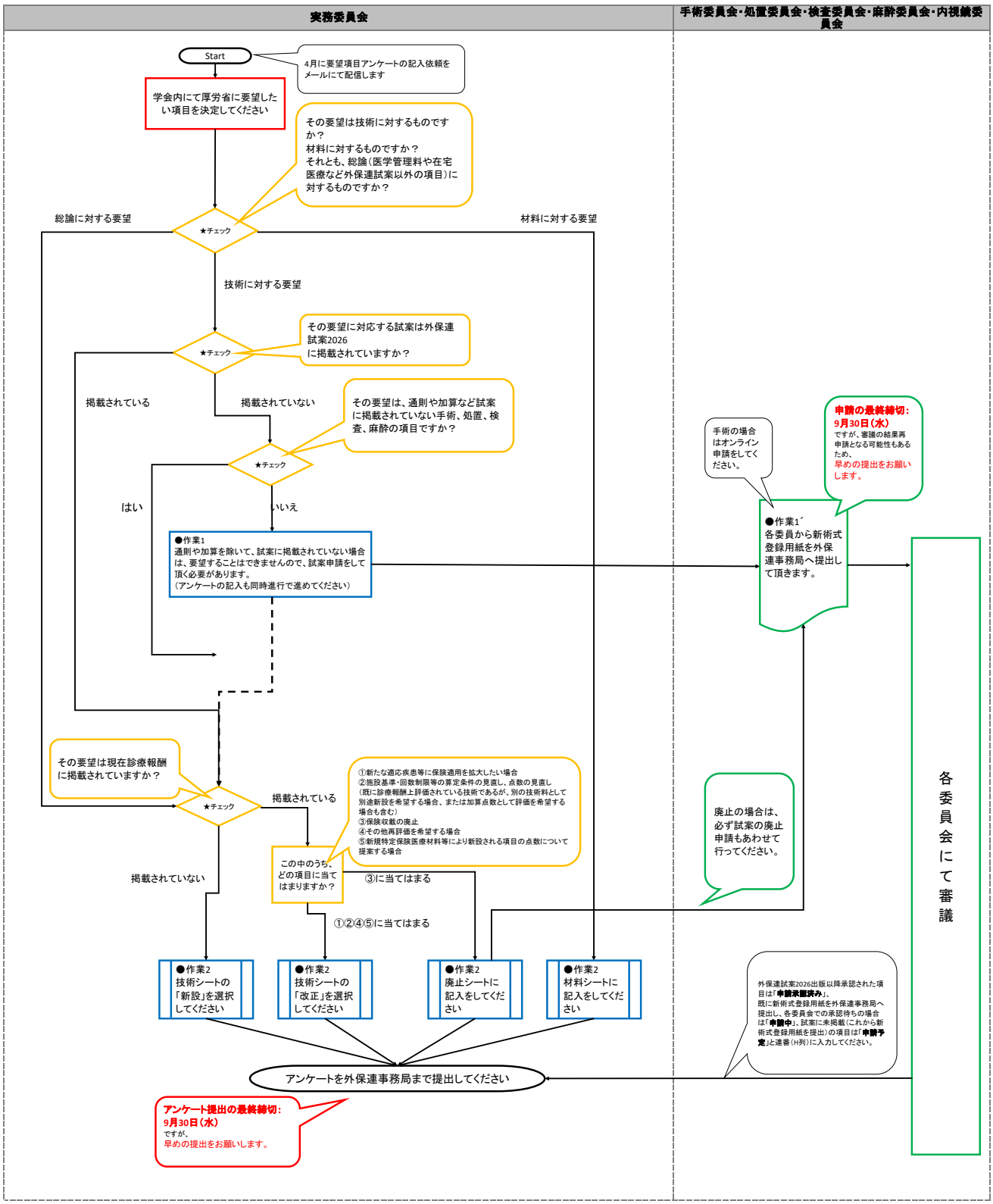要望項目アンケート提出の流れ