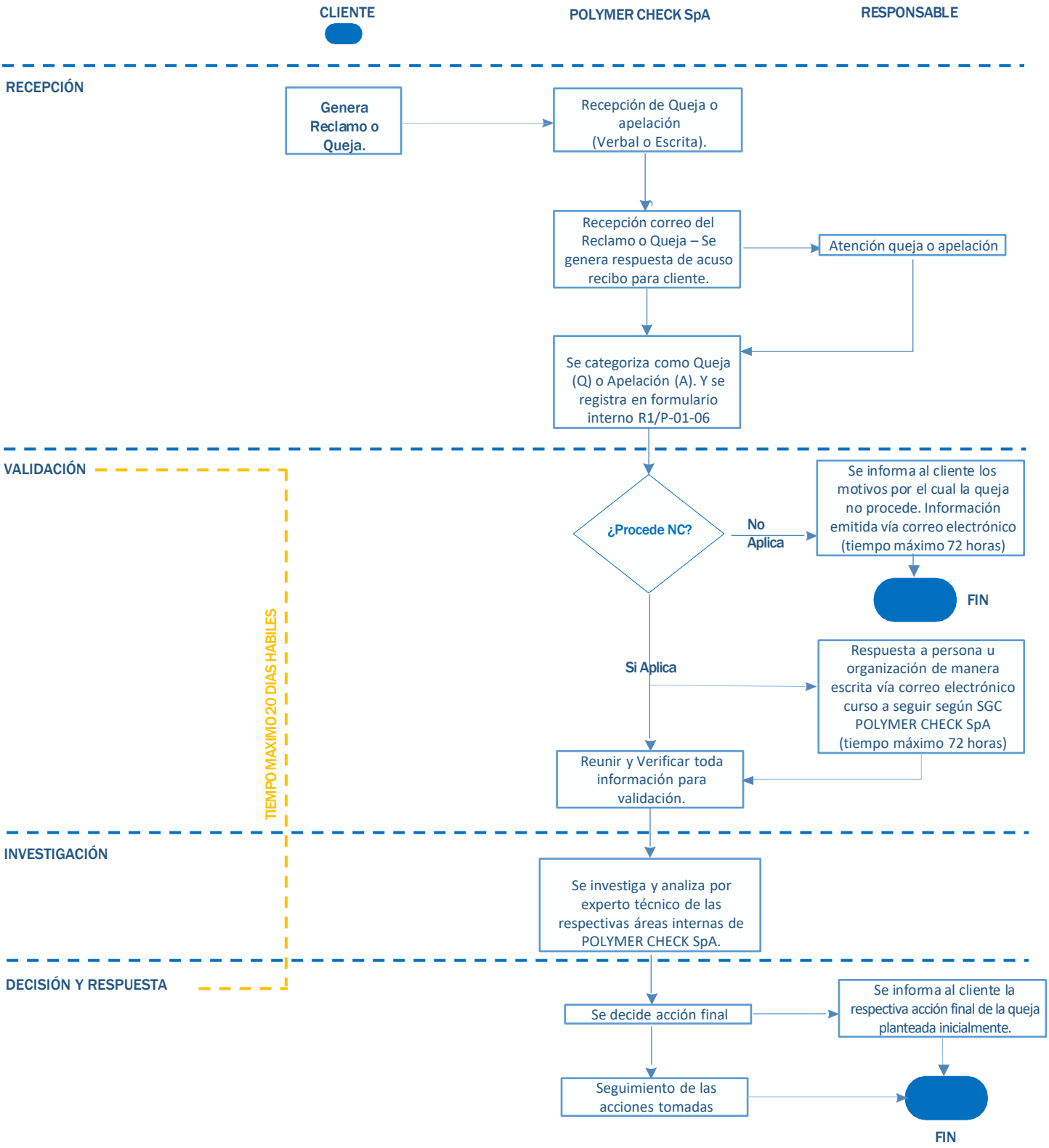FLUJOGRAMA DE TRATAMIENTO DE QUEJAS Y APELACIONES