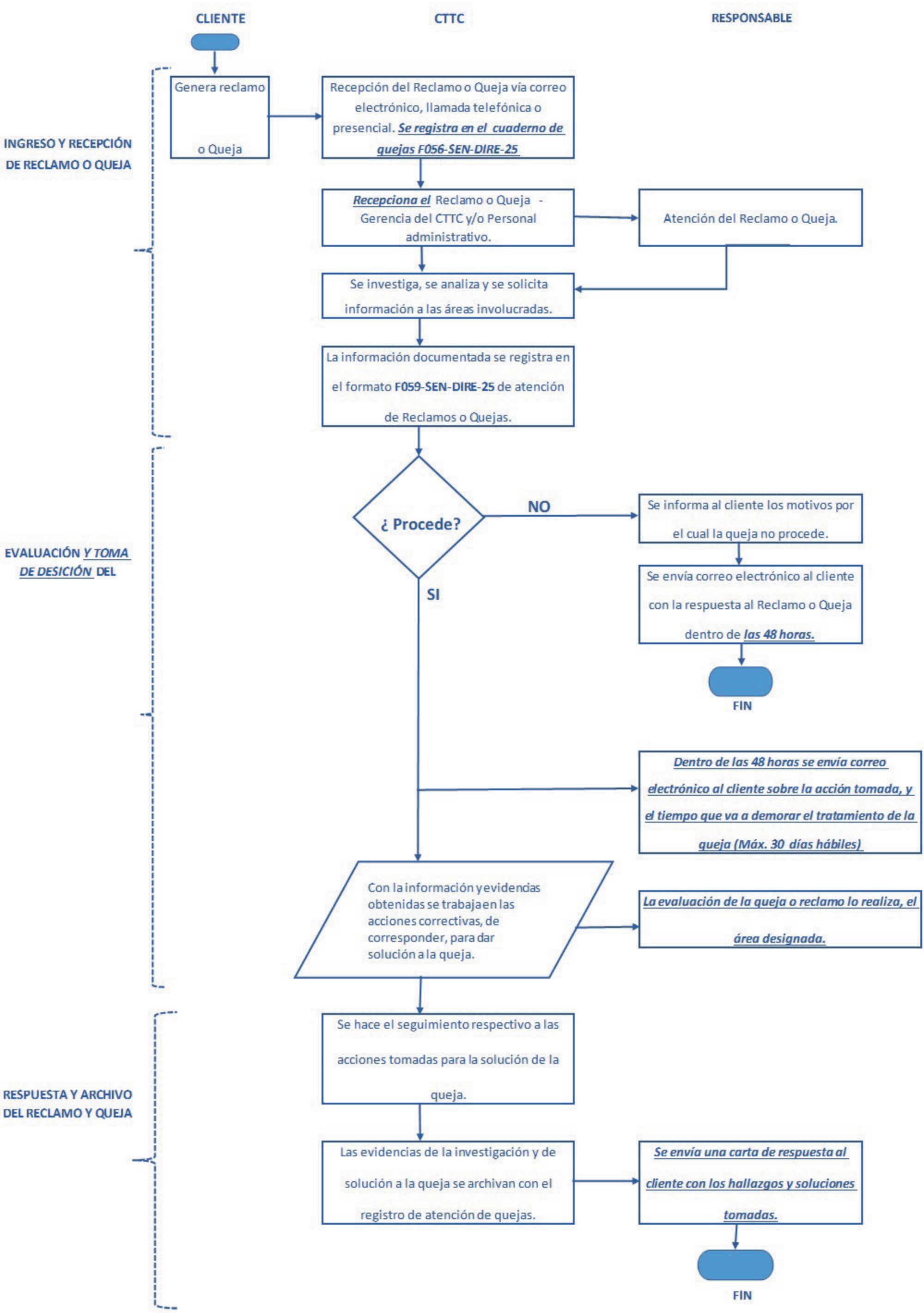FLUJOGRAMA DE TRATAMIENTO DE RECLAMOS Y QUEJAS