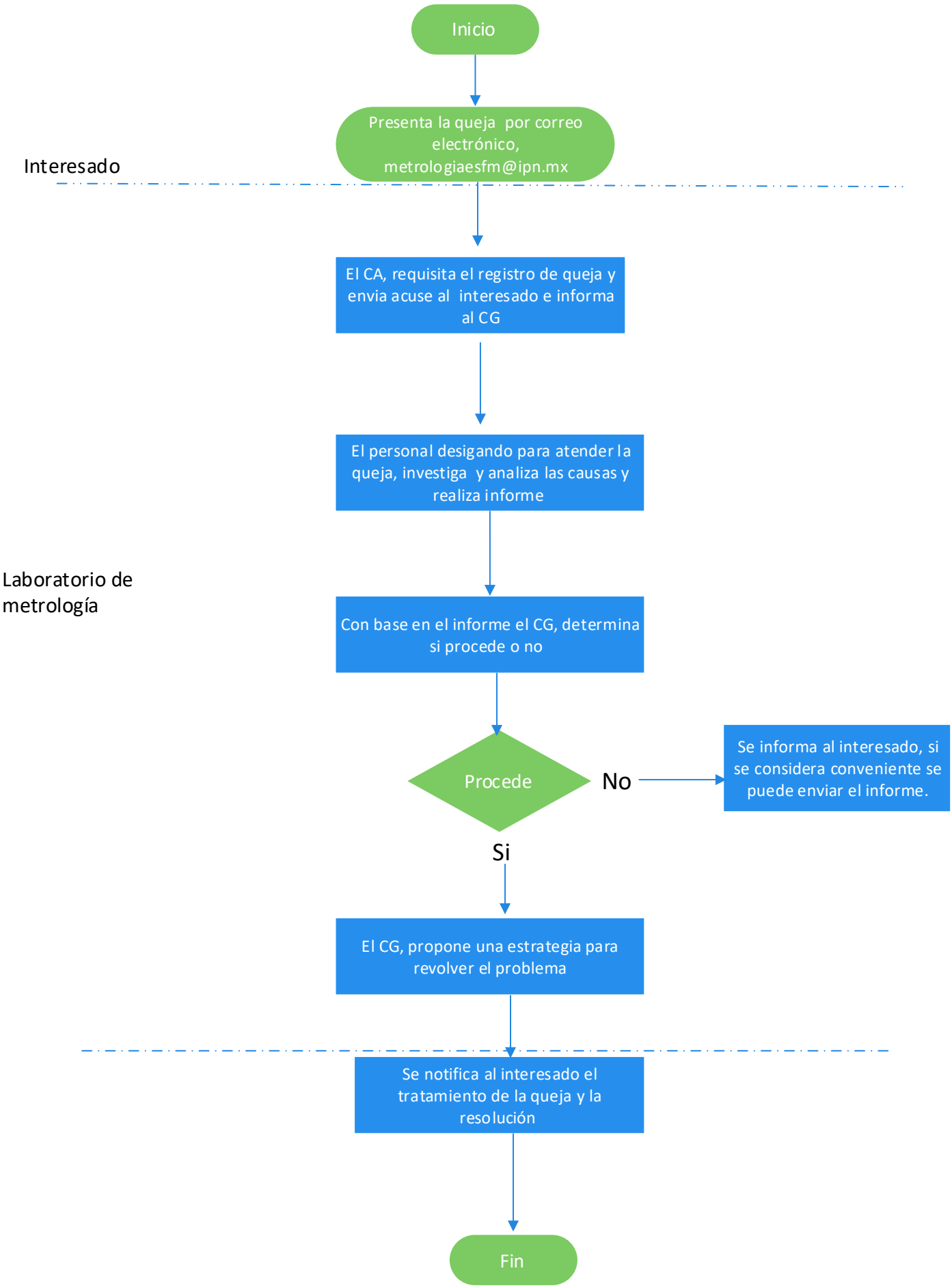Proceso del tratamiento de quejas