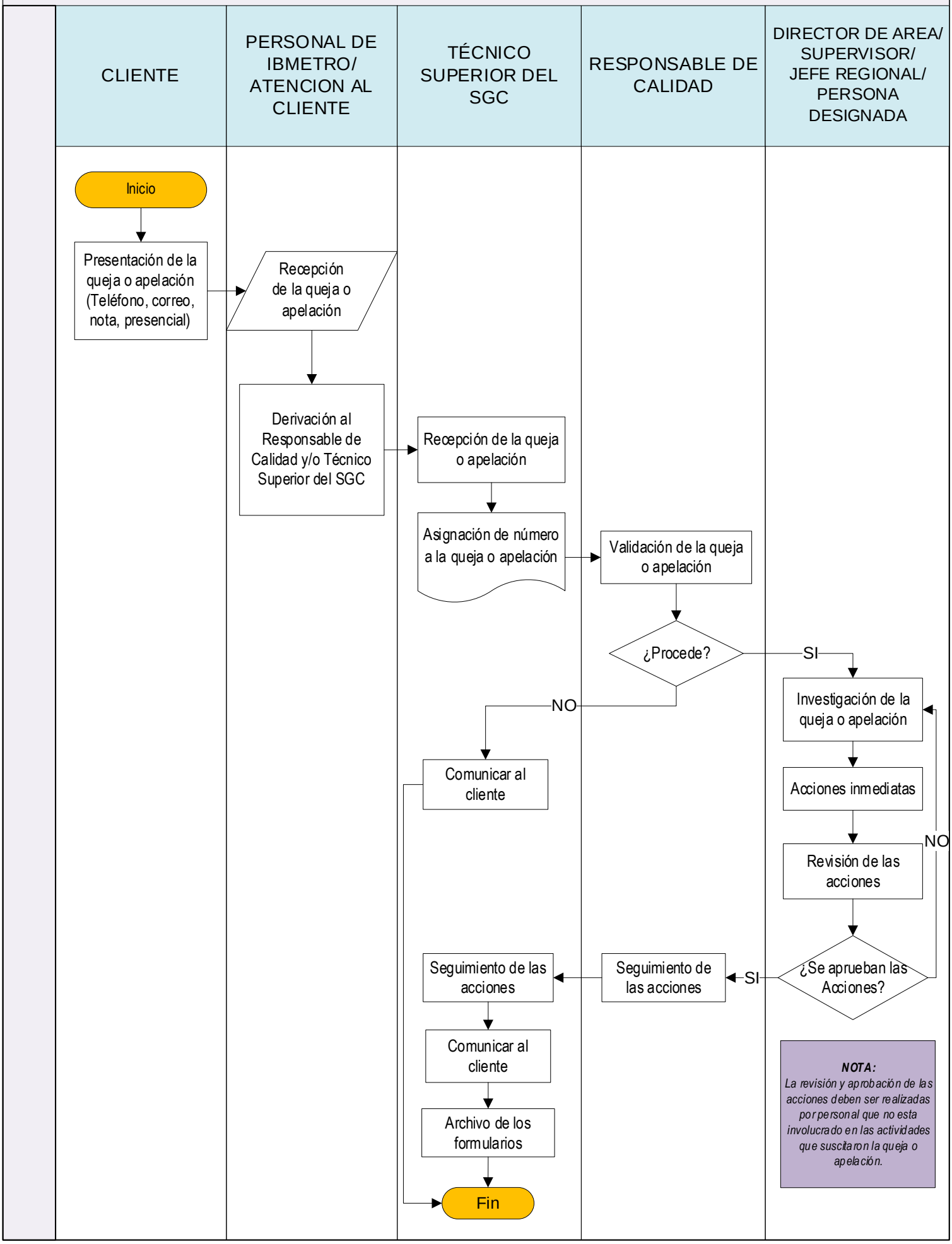FLUJOGRAMA - QUEJAS Y APELACIONES