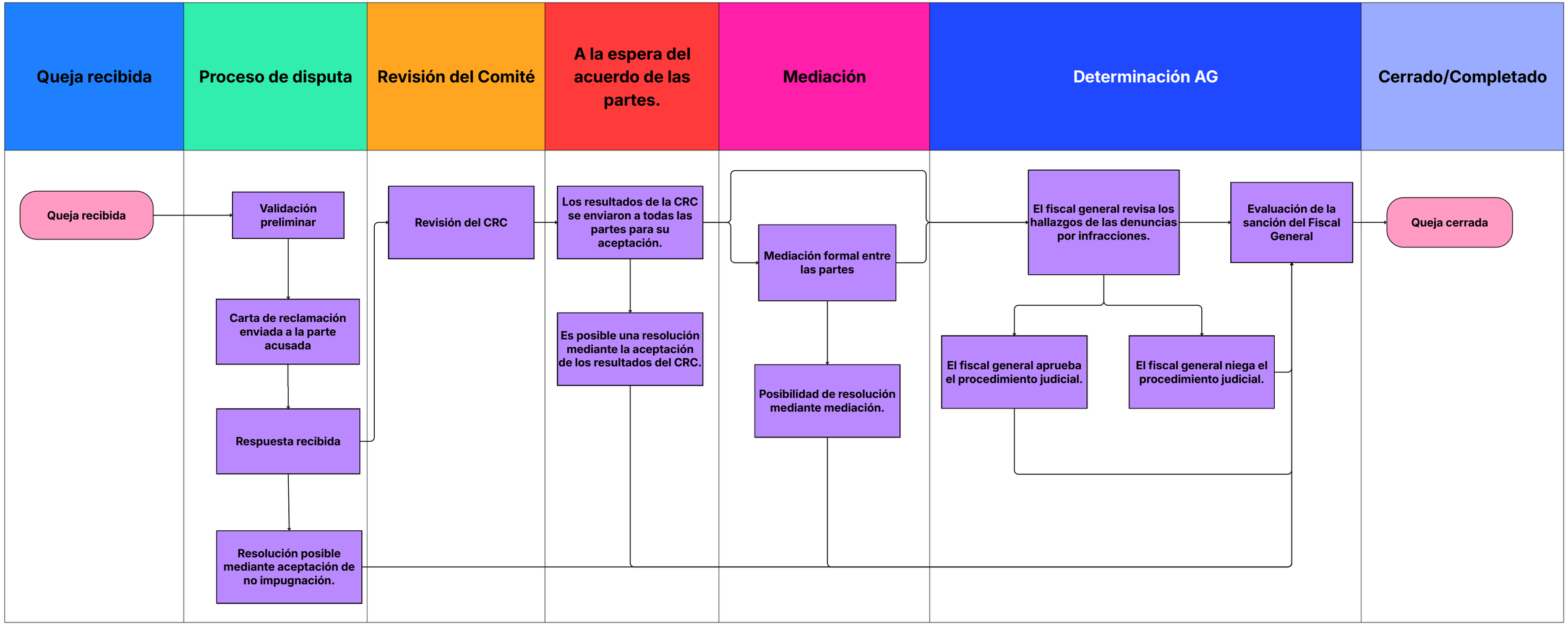Proceso de quejas