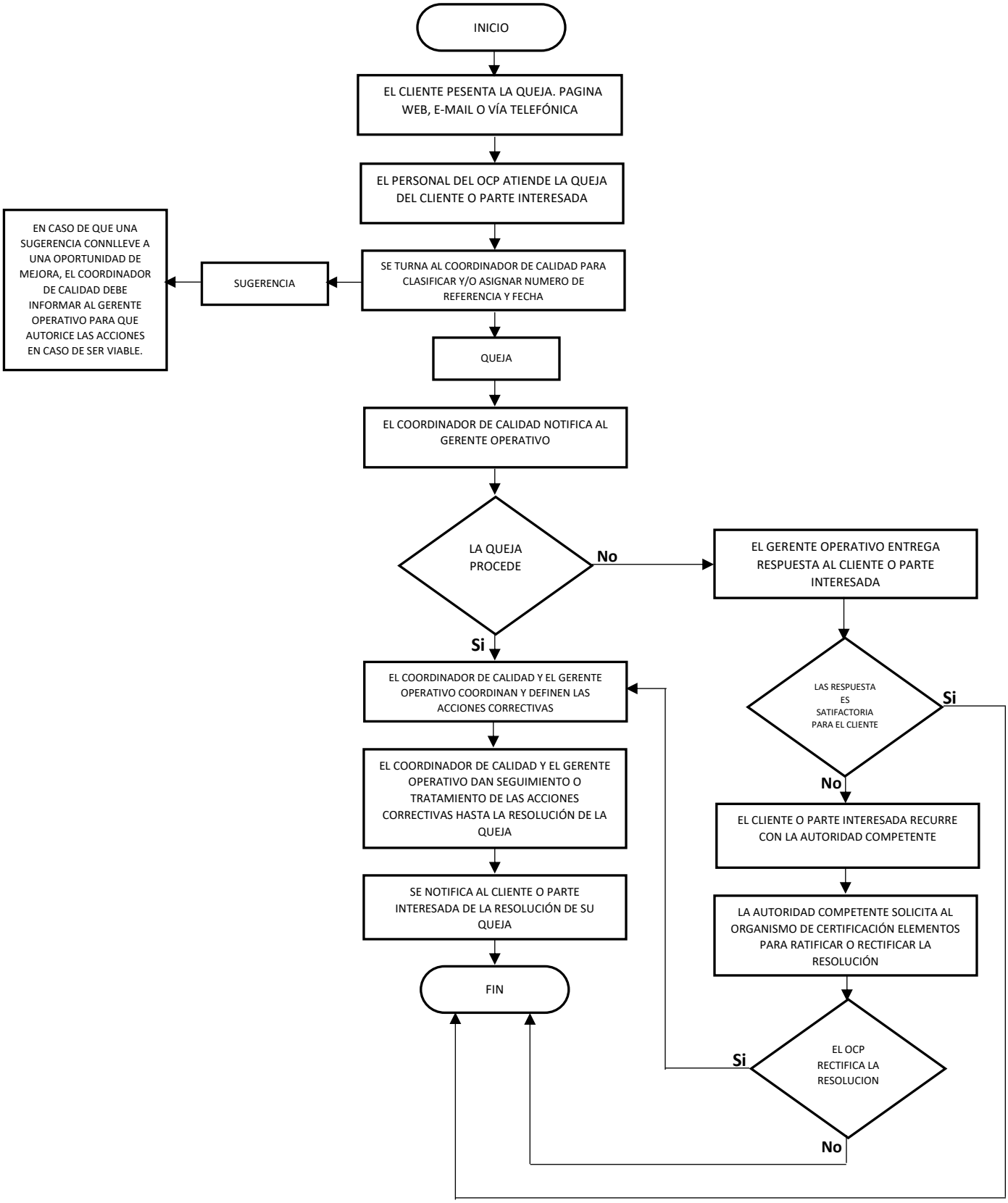Proceso de quejas y sugerencias