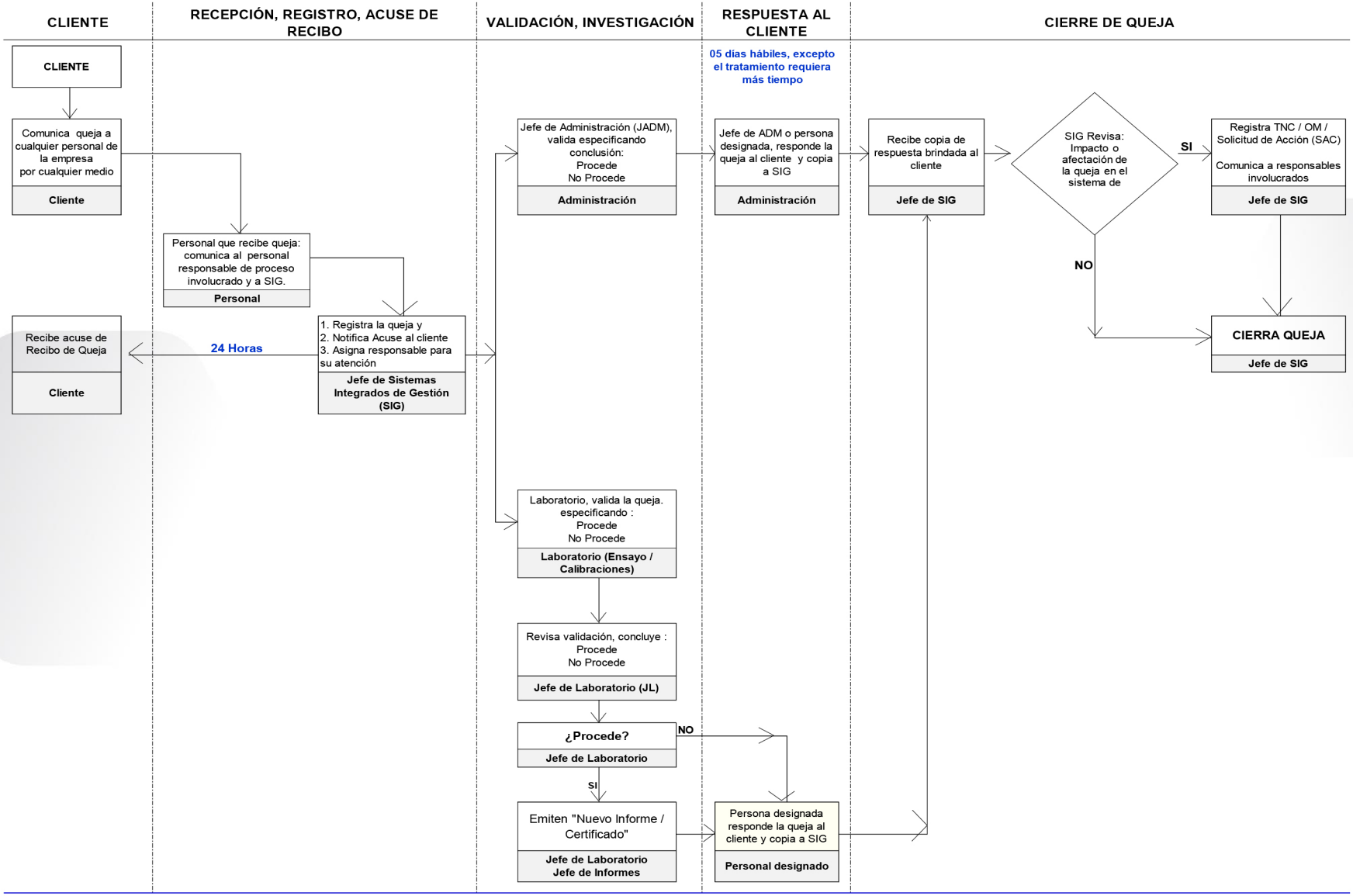PROCESO DE ATENCIÓN DE LAS QUEJAS