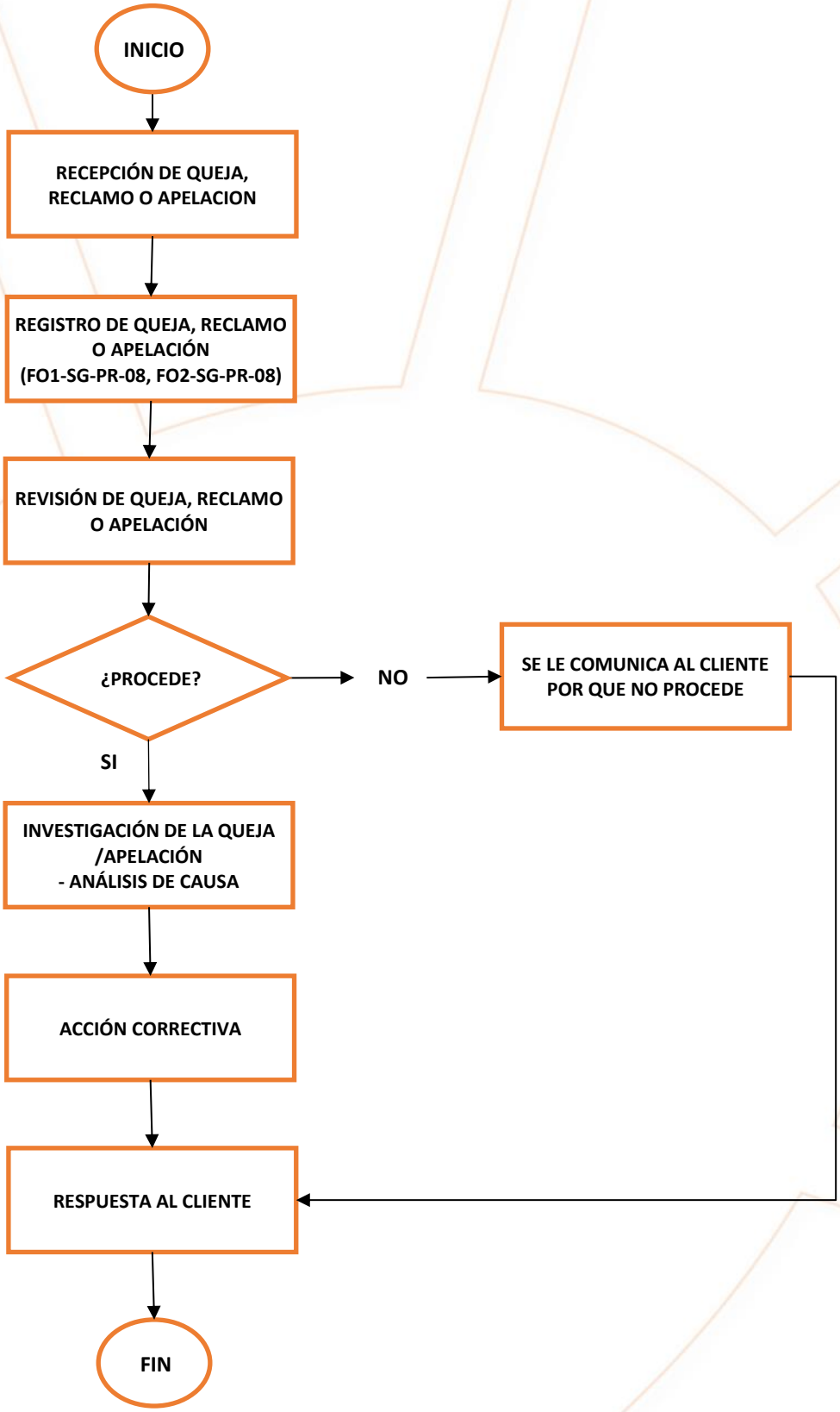Flujograma de Atención de Quejas, Reclamos o Apelación