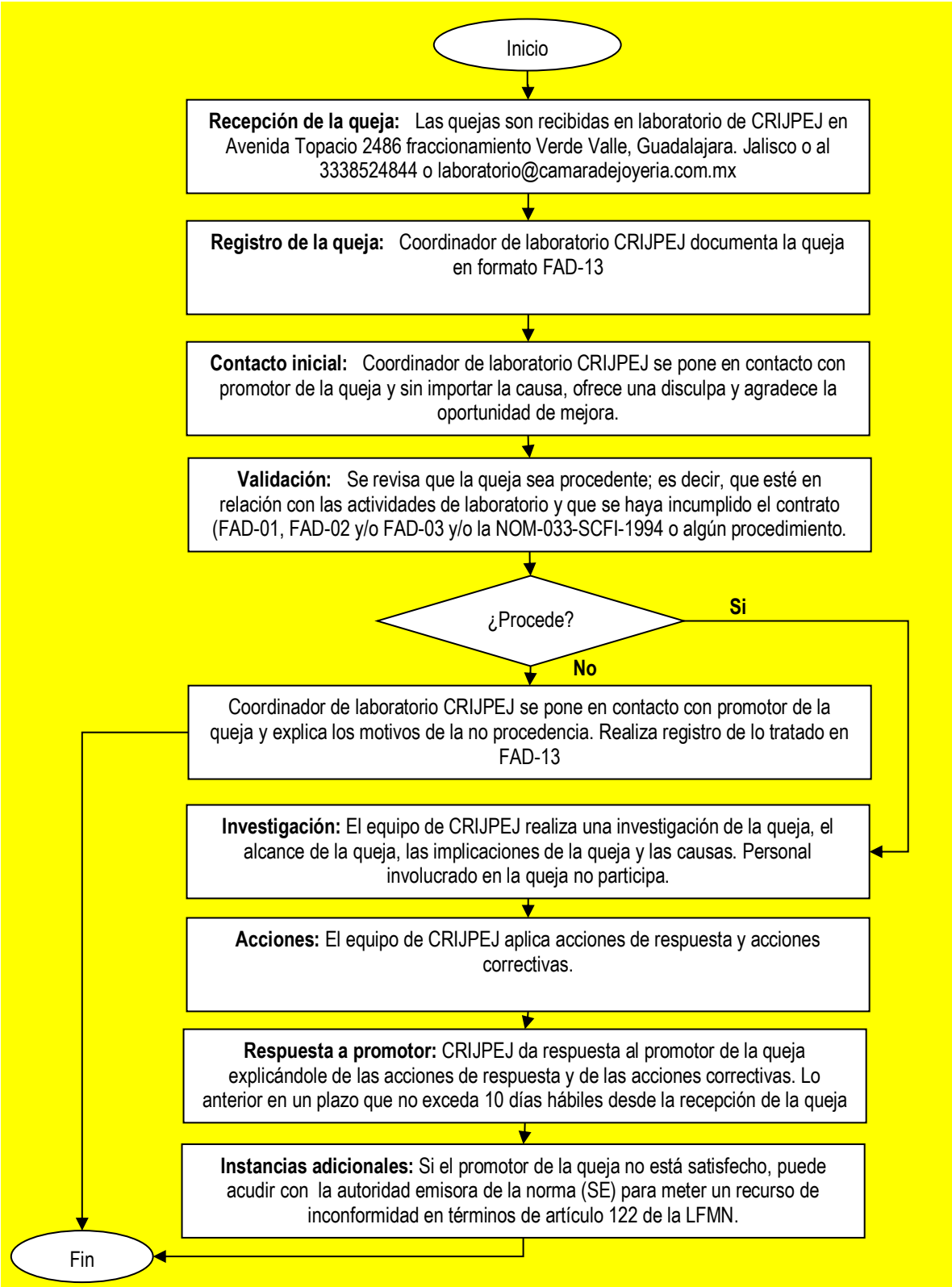PROCESO DE QUEJAS DE CLIENTES Y OTRAS PARTES