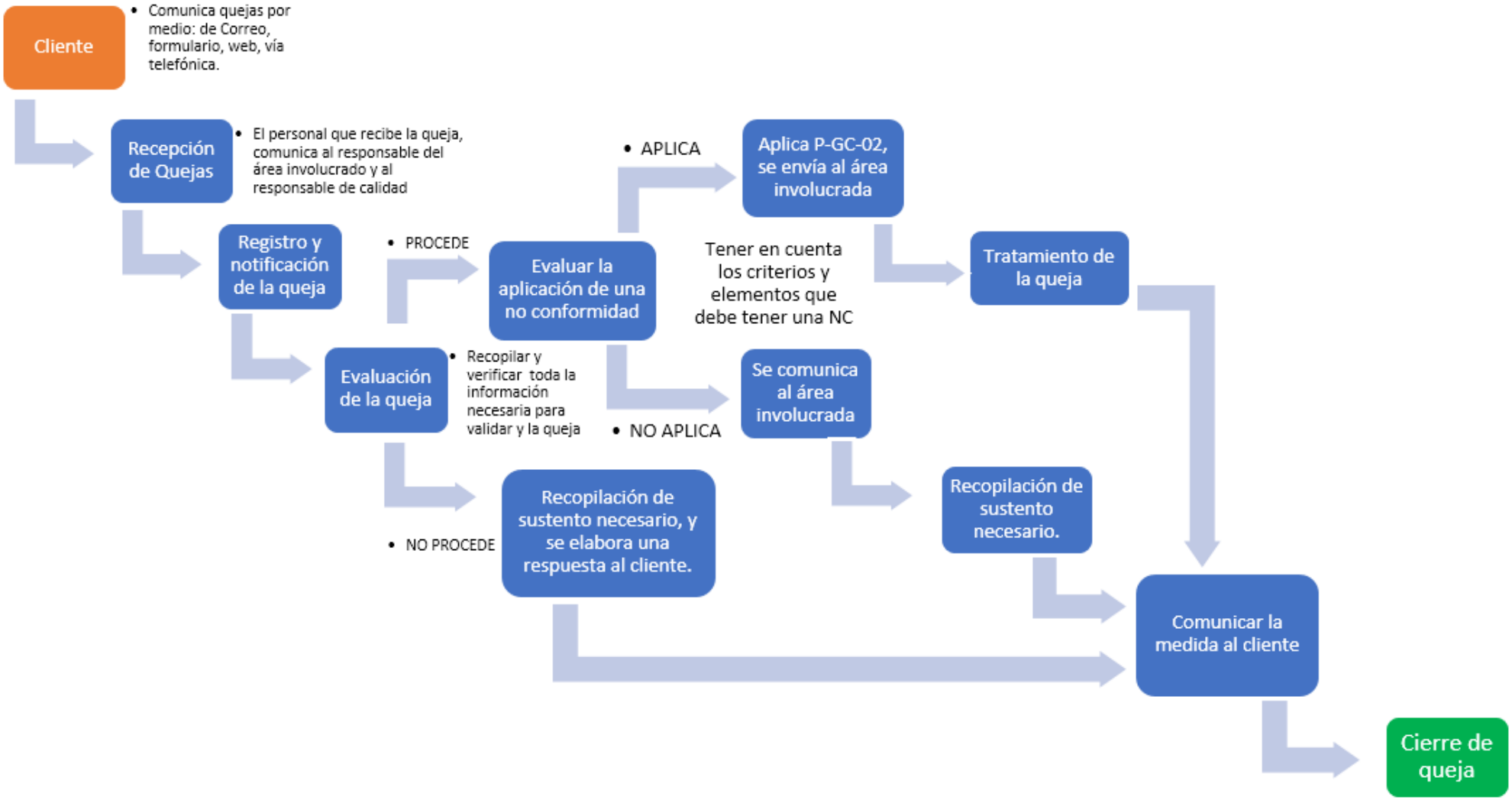Diagrama de Flujo para atención de quejas