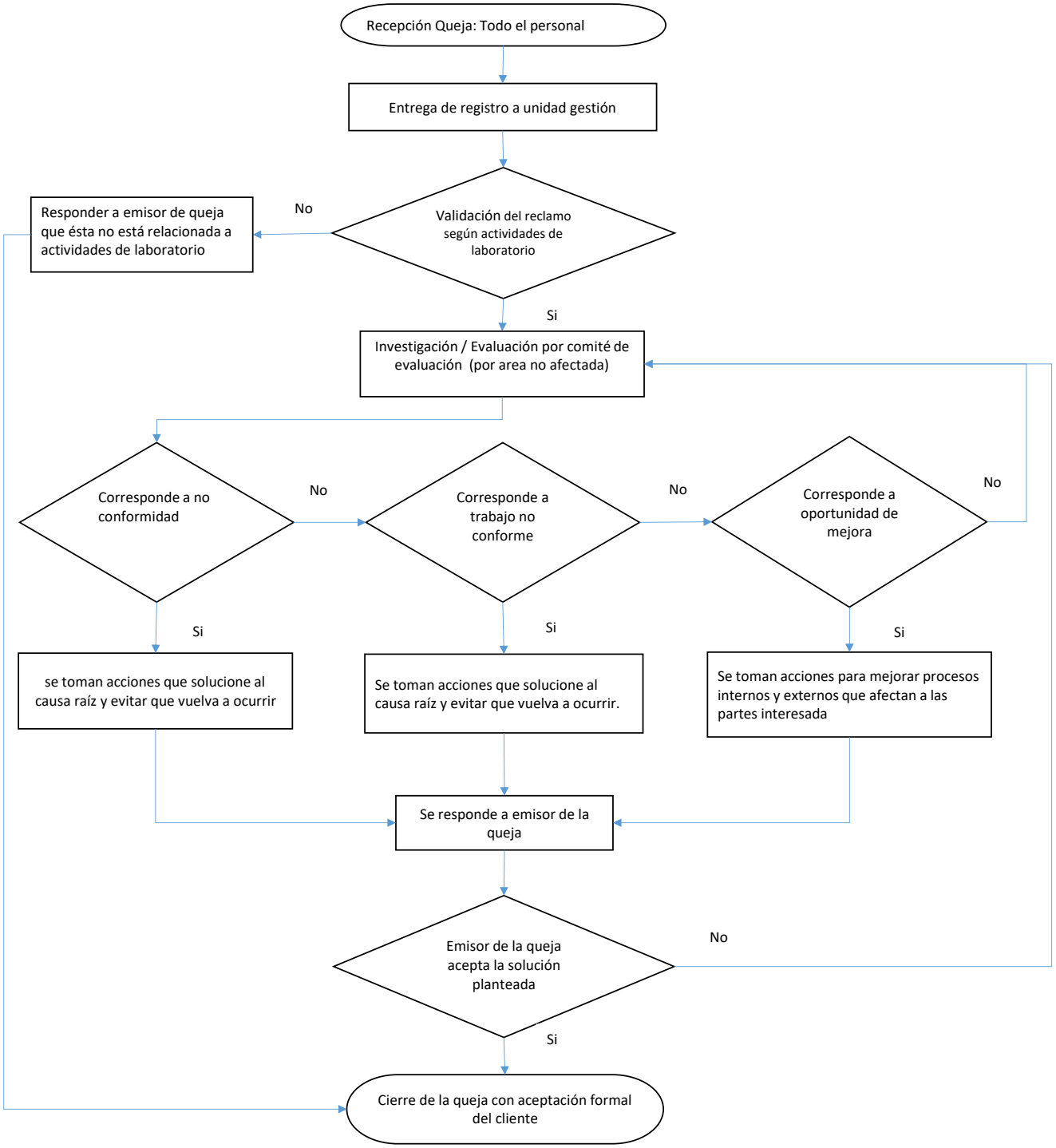Flujograma de Queja