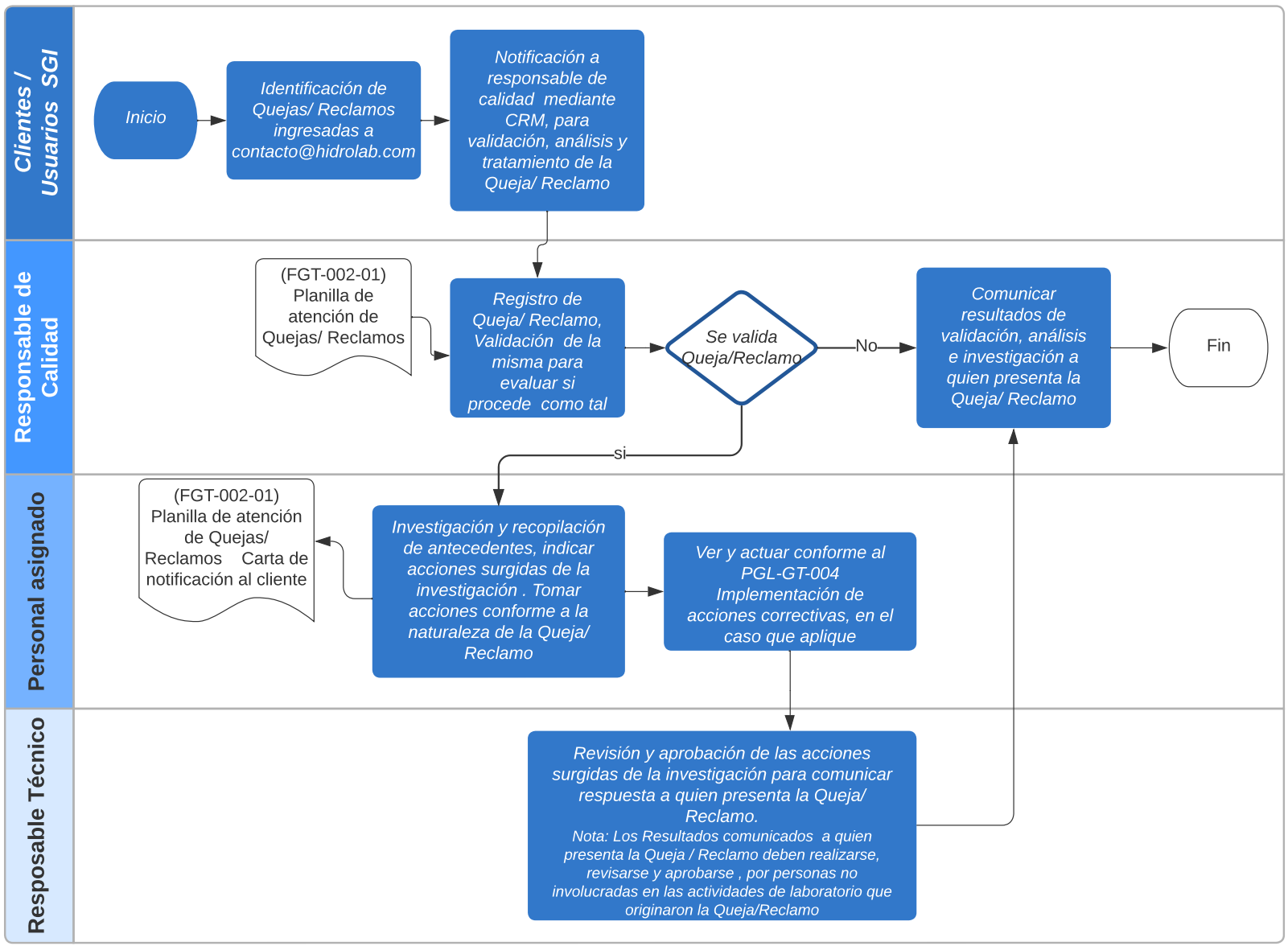Diagrama proceso Queja/Reclamos