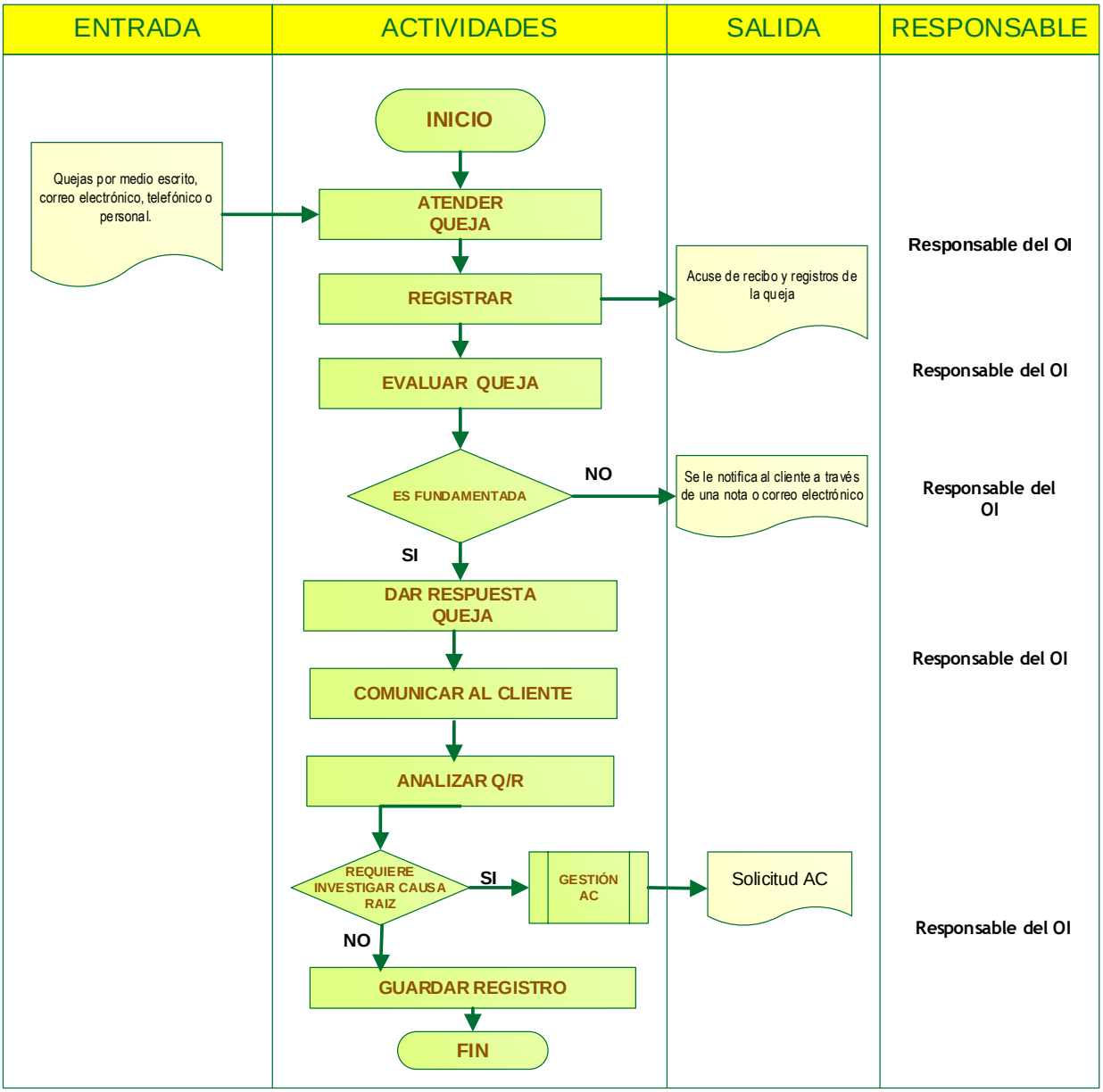PROCESO DE QUEJAS