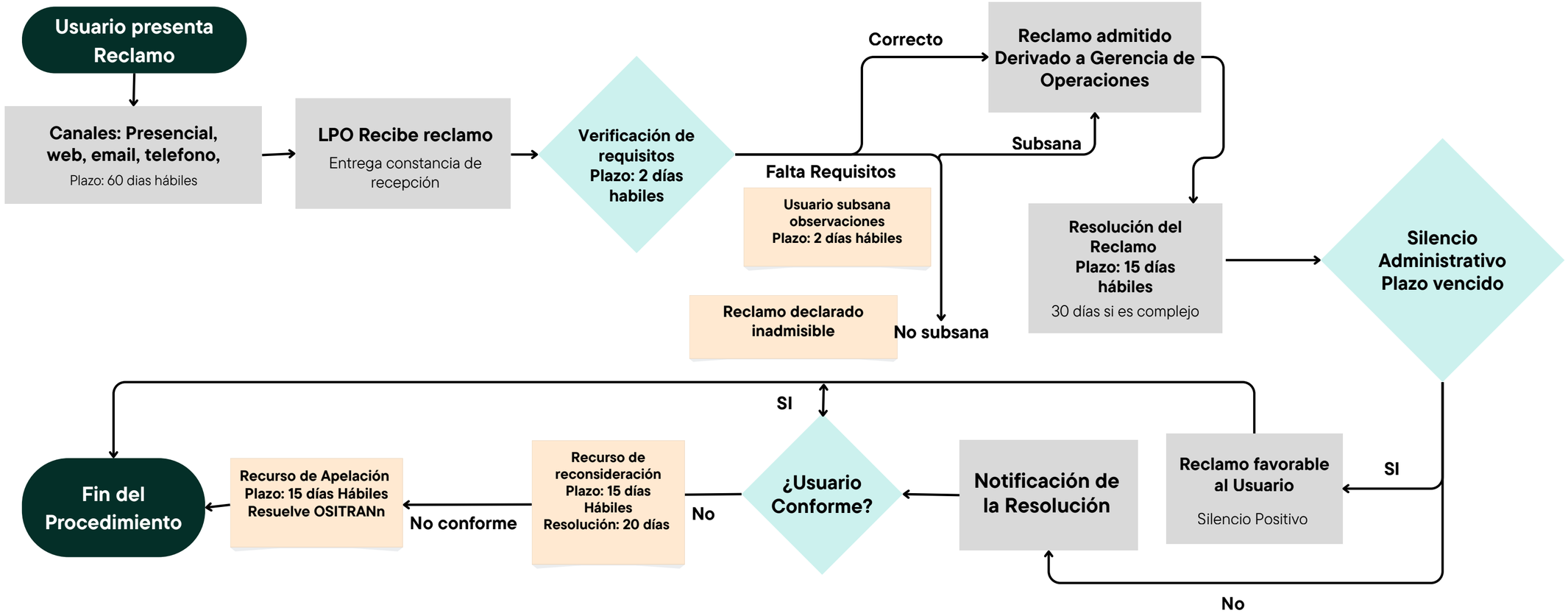Flujograma del Procedimiento de Reclamos