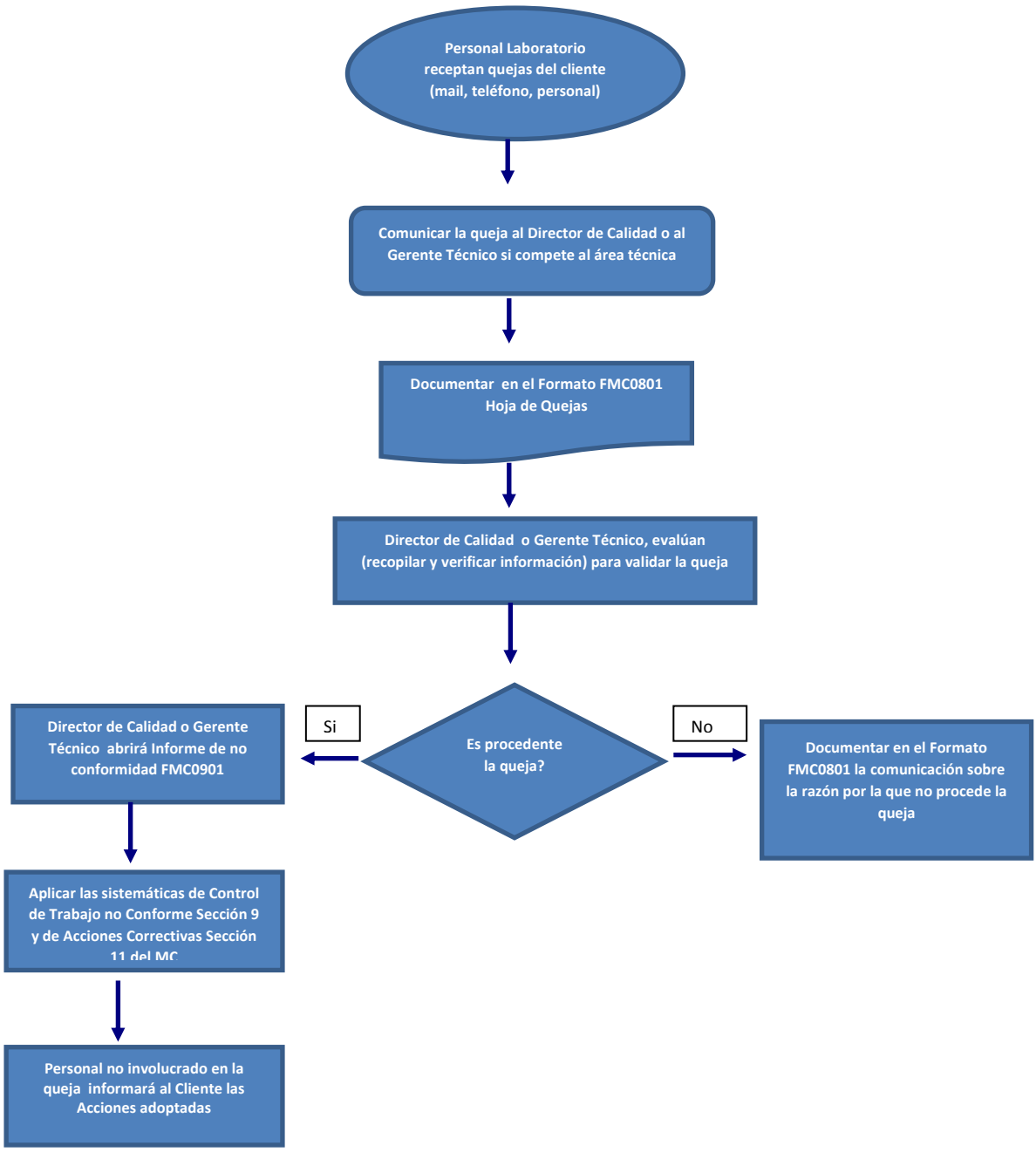PROCESO QUEJAS