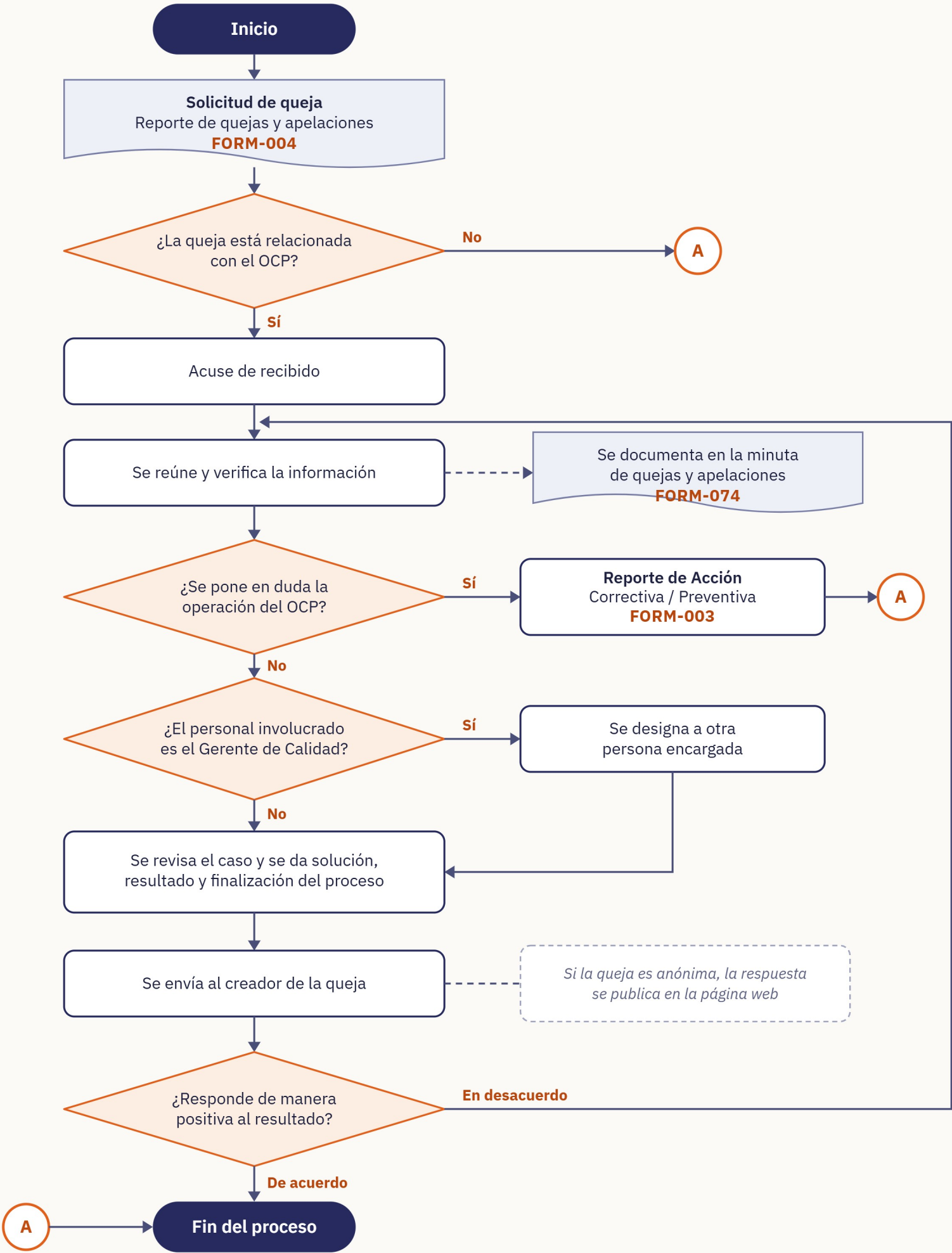


Manejo de quejas



Manejo de apelaciones

