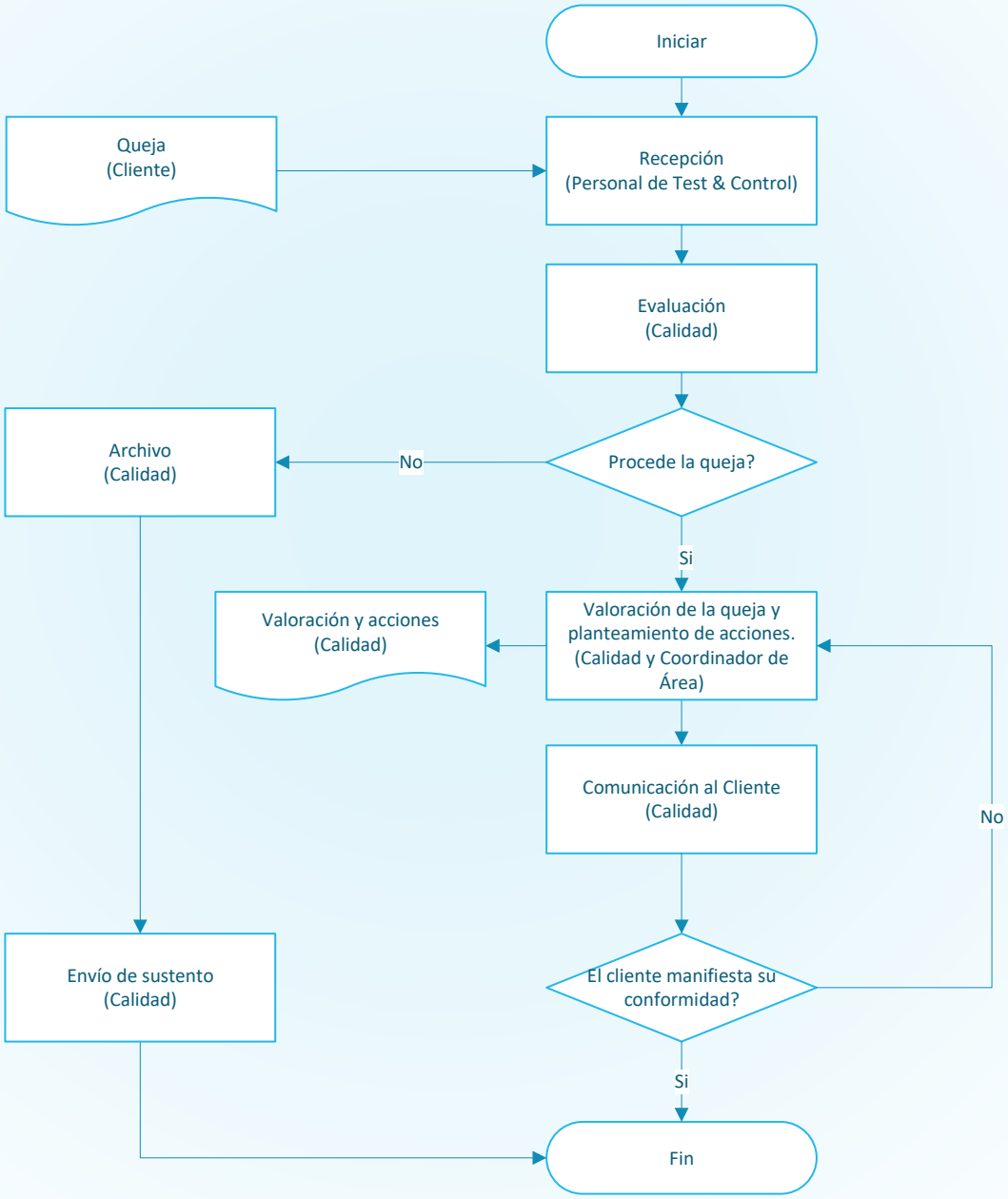# PROCESO DE EVALUACIÓN DE QUEJAS