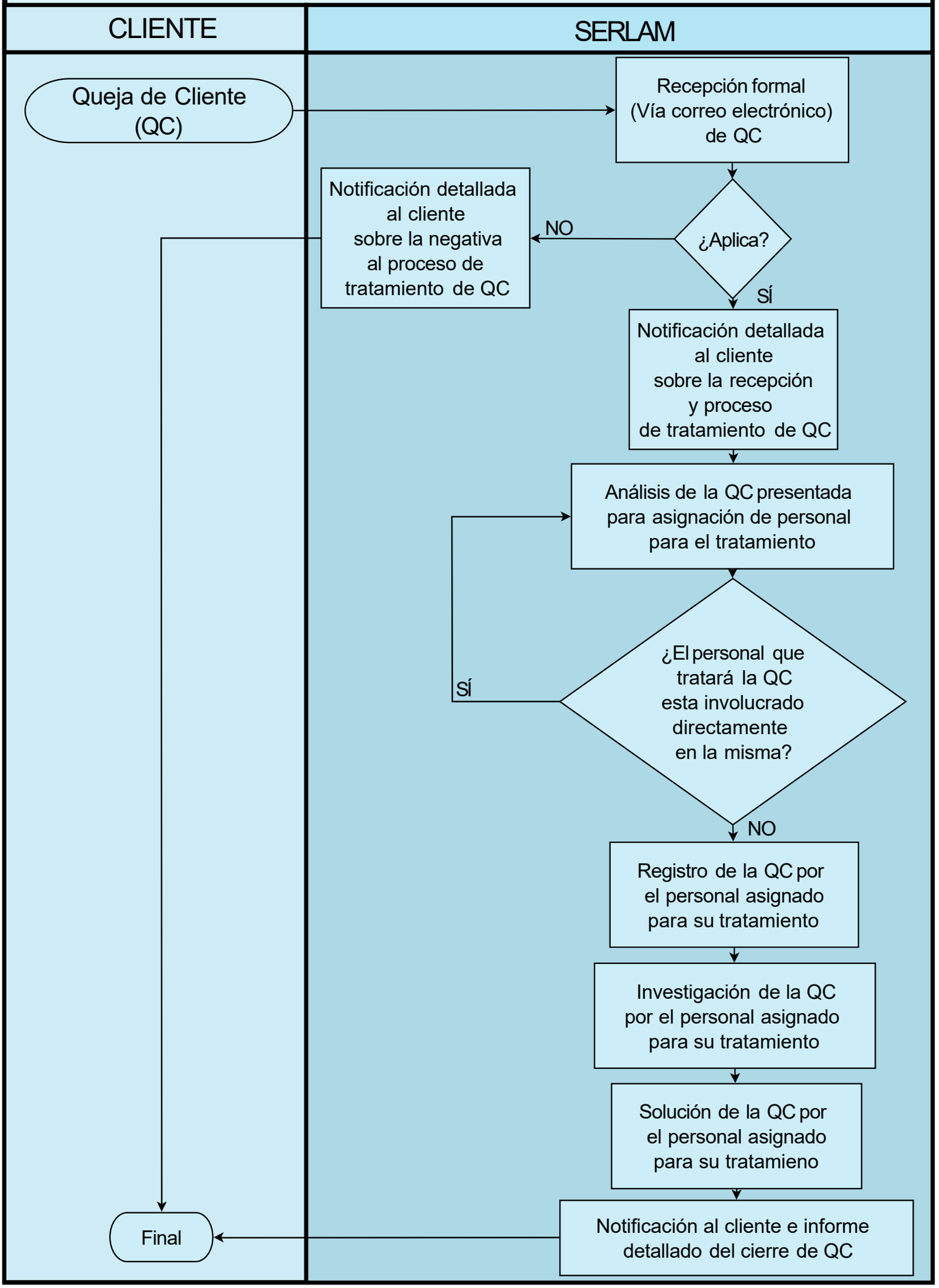PROCESO DE TRATAMIENTO DE QUEJA DE CLIENTES