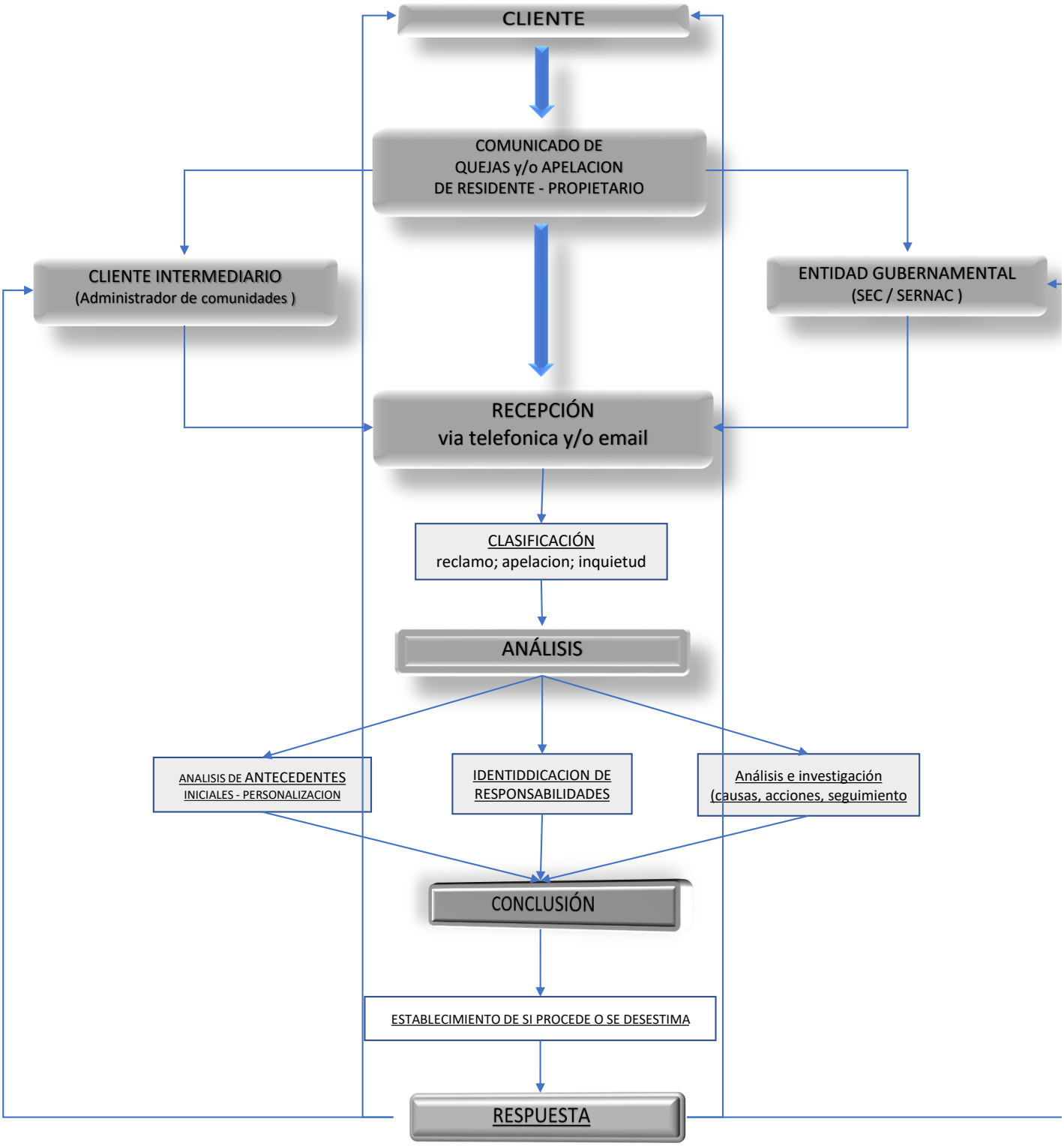DIAGRAMA DEL PROCESO QUEJAS & APELACIONES