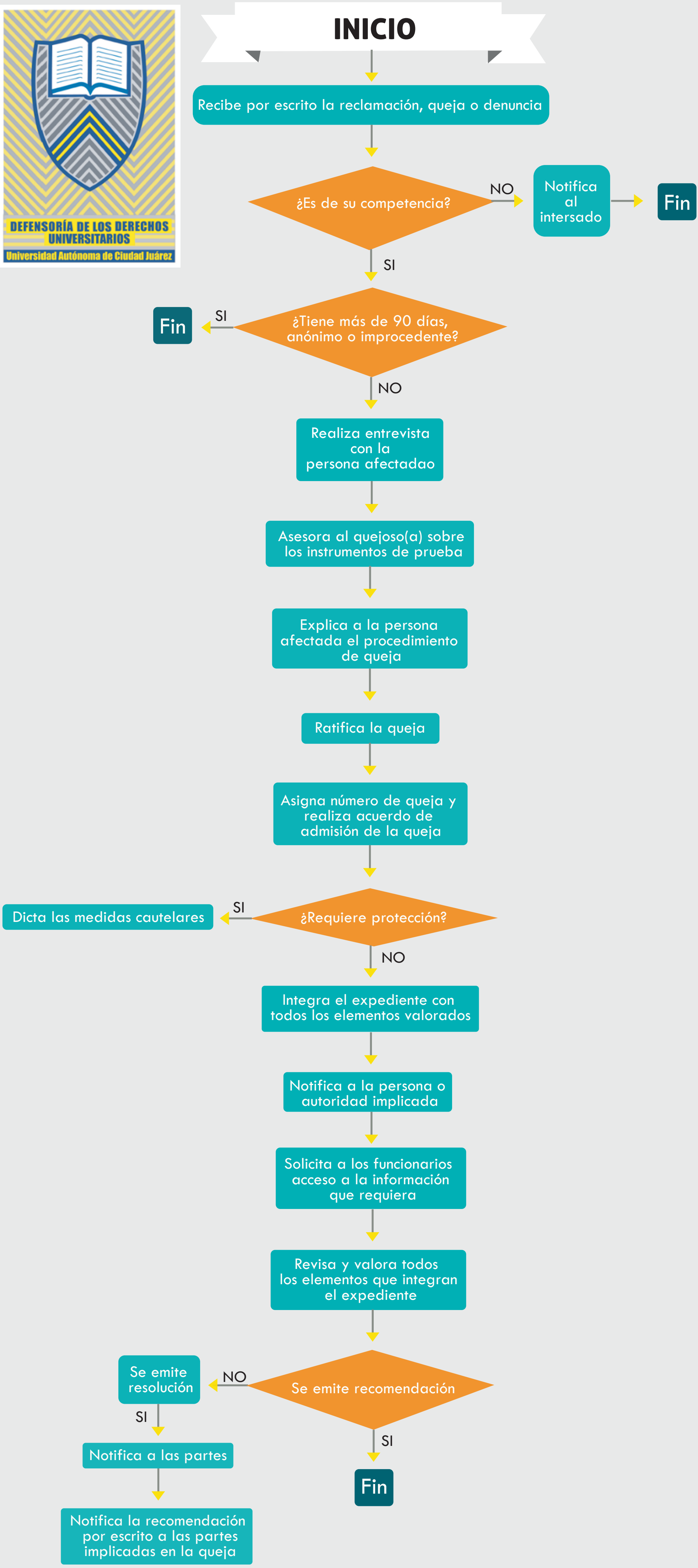DIAGRAMA DE FLUJO PARA RECLAMACIONES, QUEJAS O DENUNCIAS