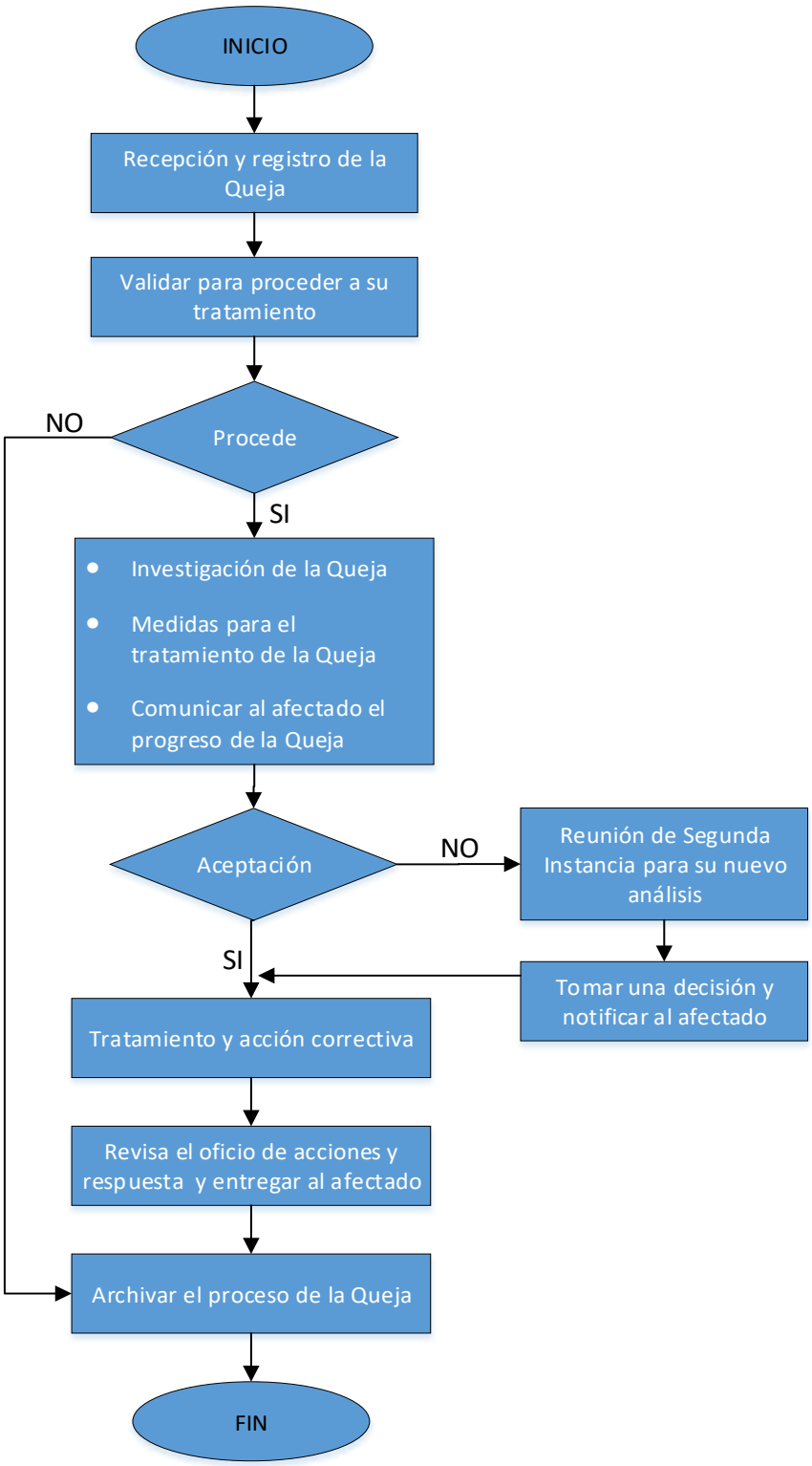PROCEDIMIENTO EN CASO DE QUEJAS