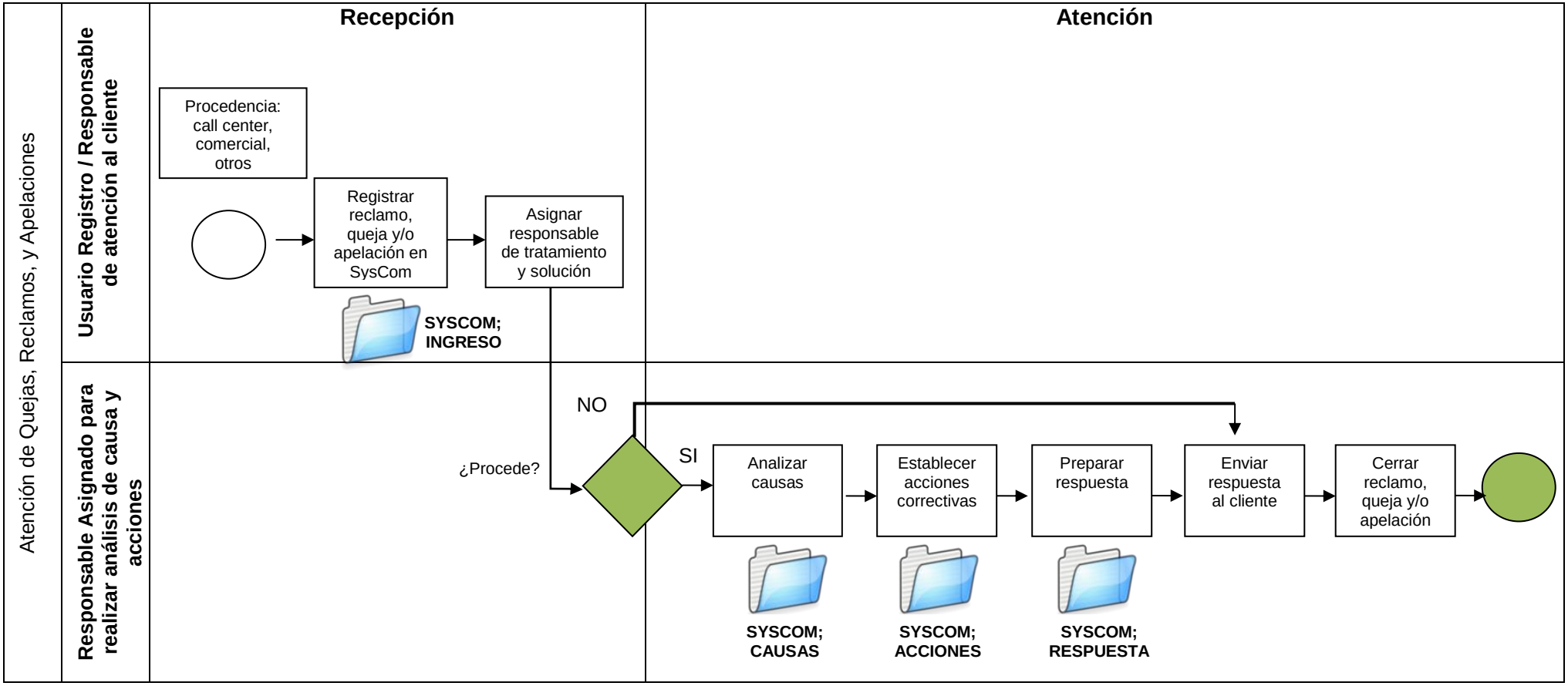
FLUJOGRAMA TRATAMIENTO DE QUEJAS, RECLAMOS Y APELACIONES

ANEXO