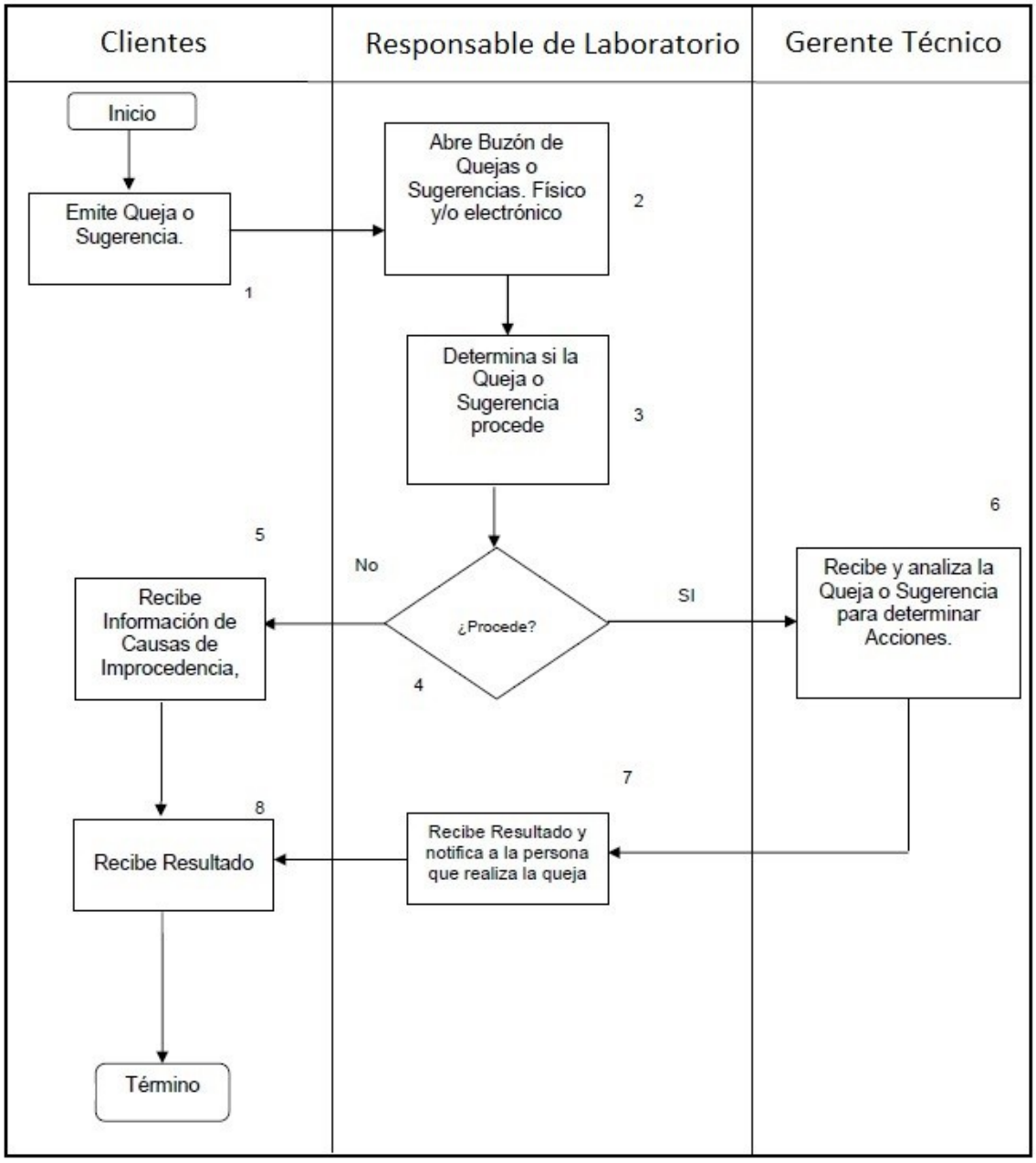Diagrama de tratamiento de quejas