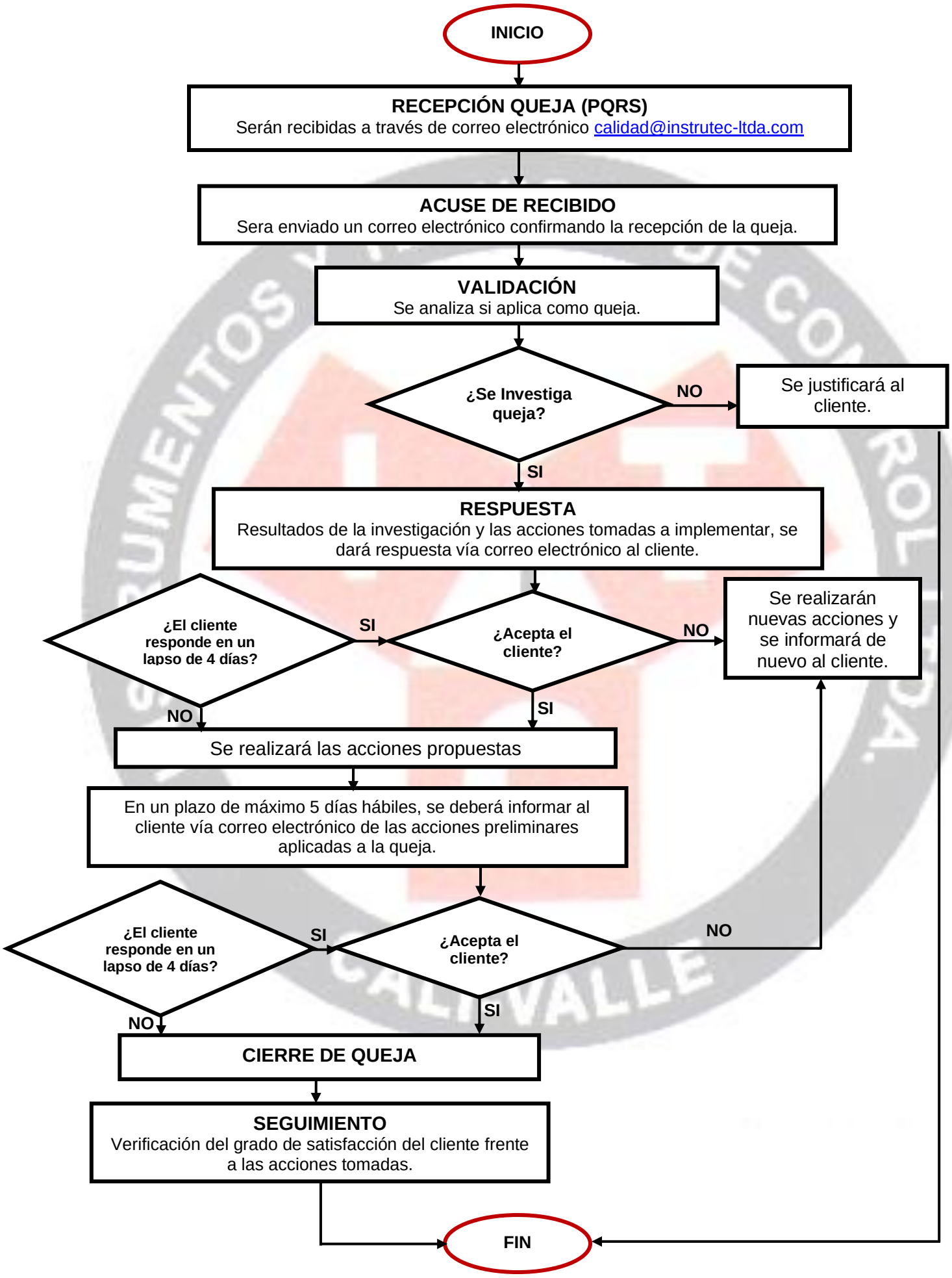Descripción del tratamiento de quejas