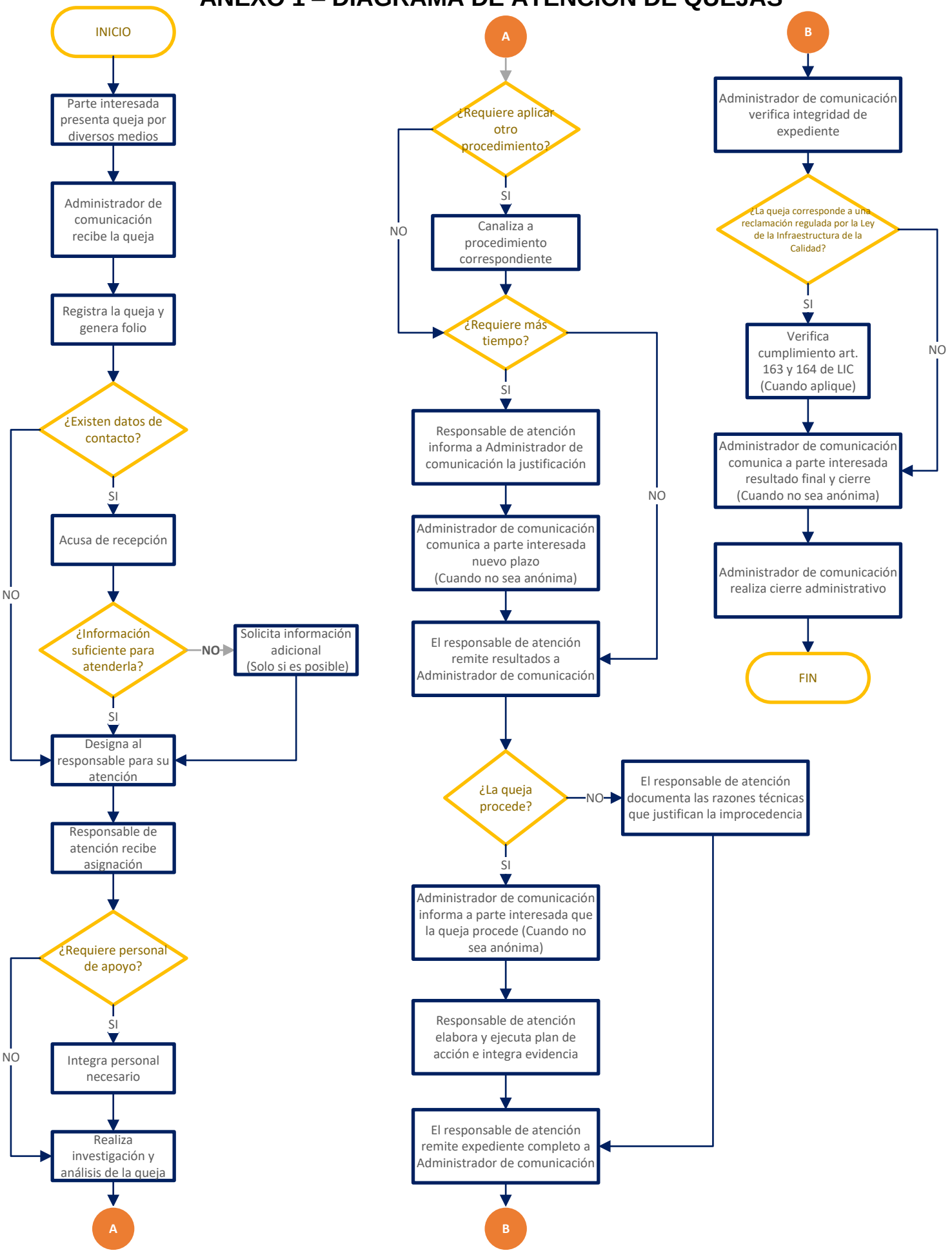ANEXO 1 – DIAGRAMA DE ATENCIÓN DE QUEJAS