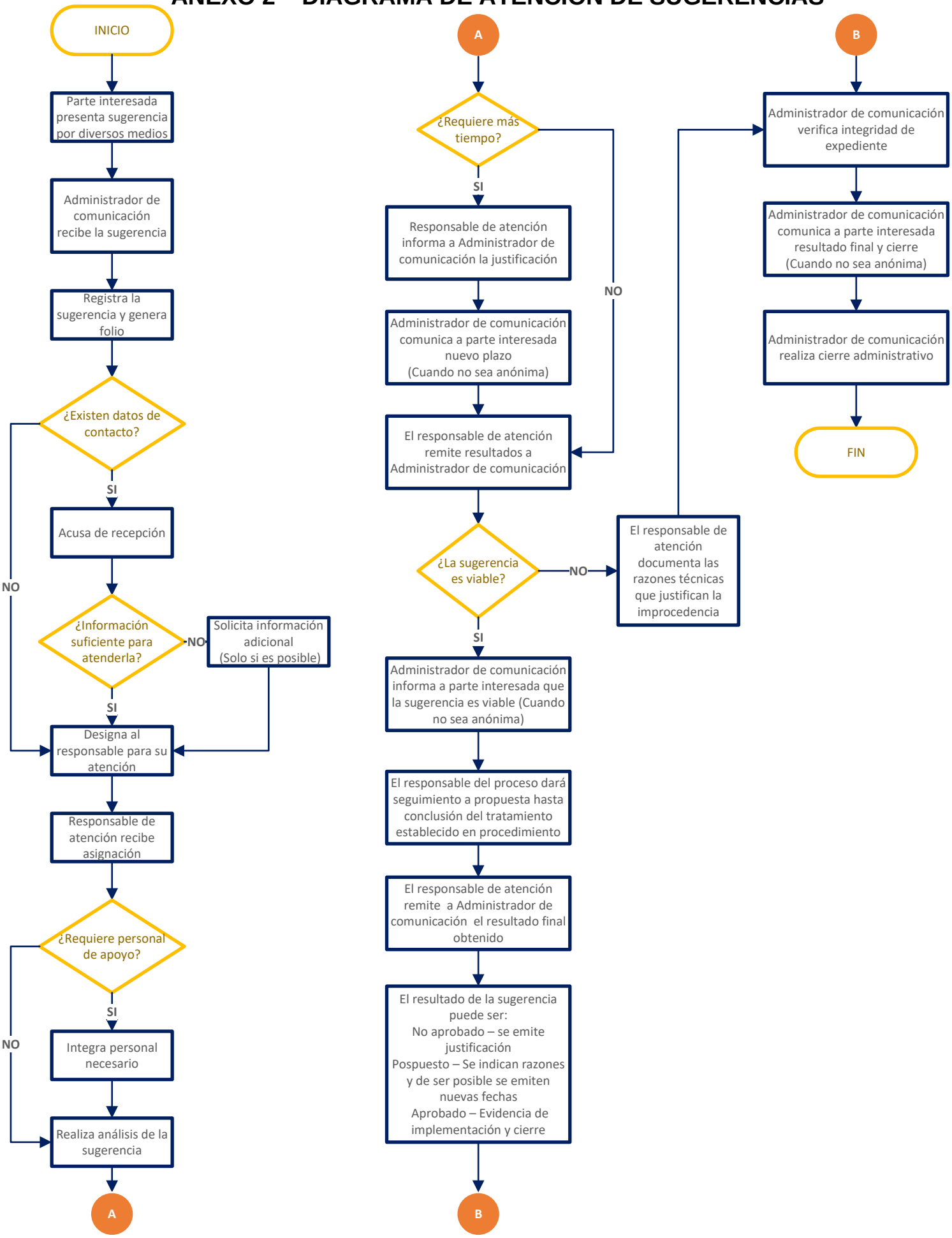ANEXO 2 – DIAGRAMA DE ATENCIÓN DE SUGERENCIAS