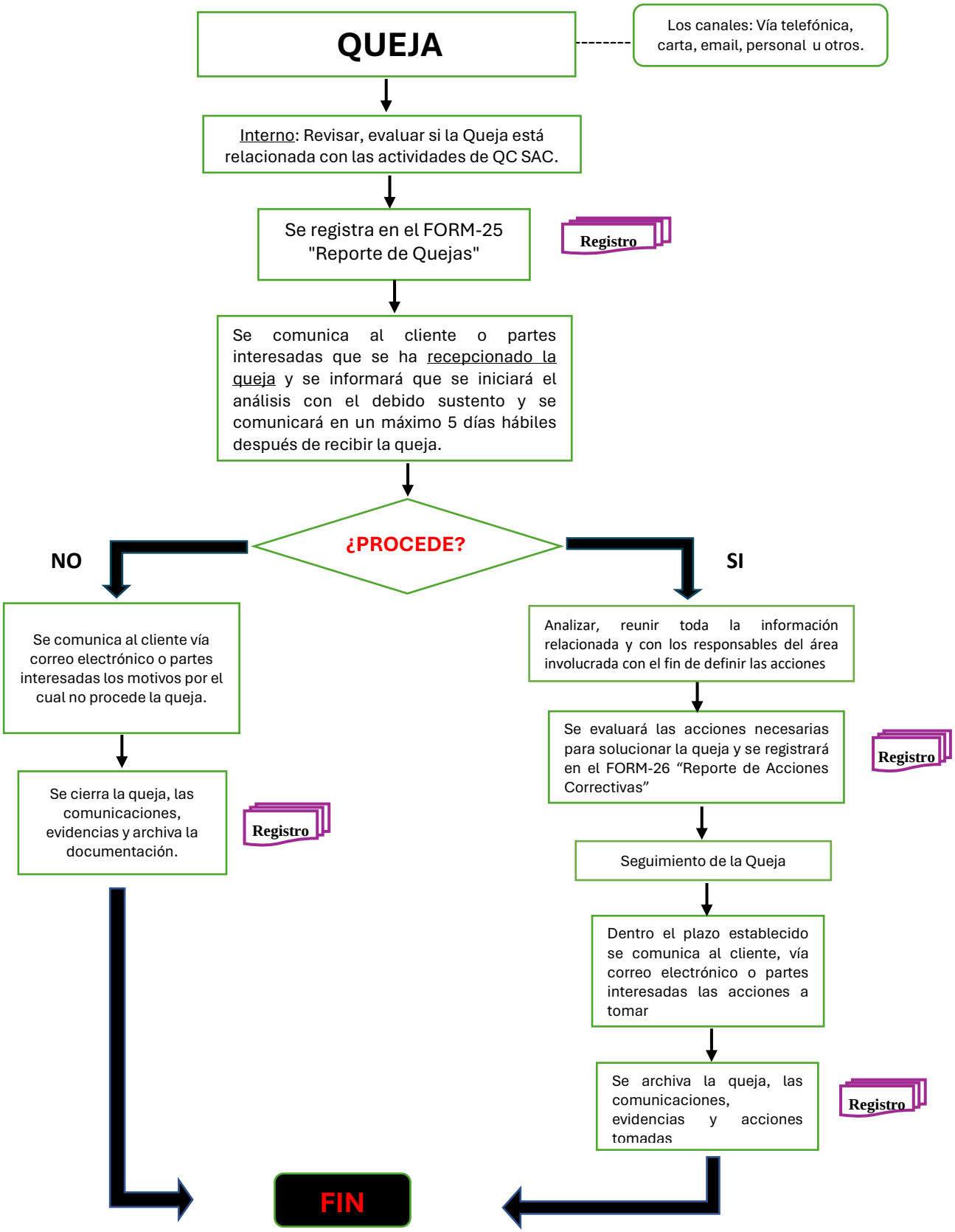ANEXO 1 - FLUJOGRAMA DE TRATAMIENTO DE QUEJA