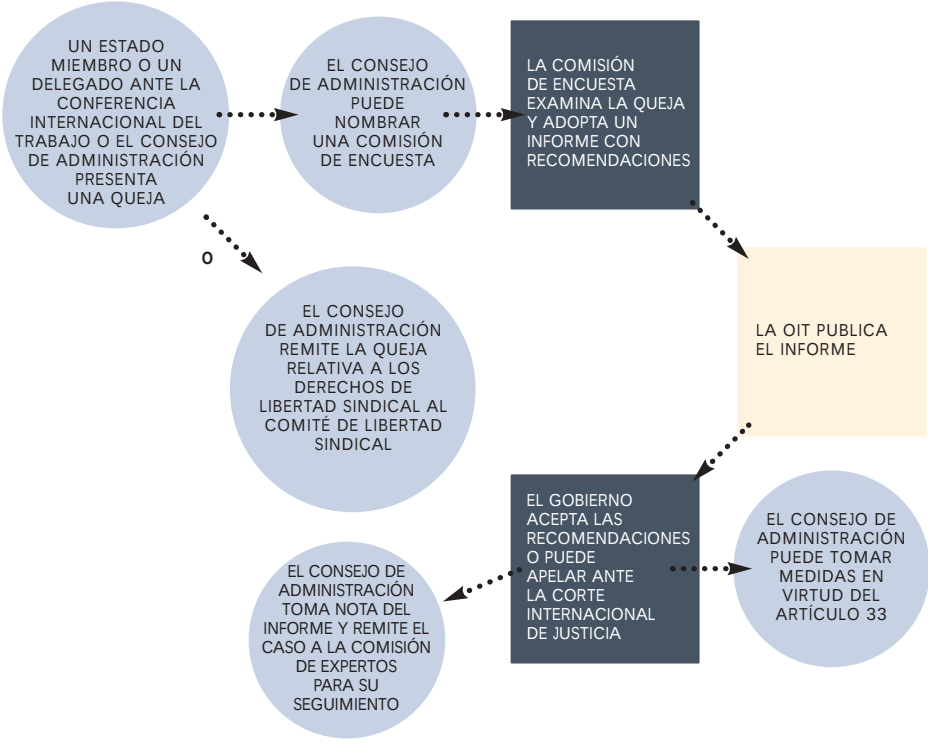El procedimiento de queja