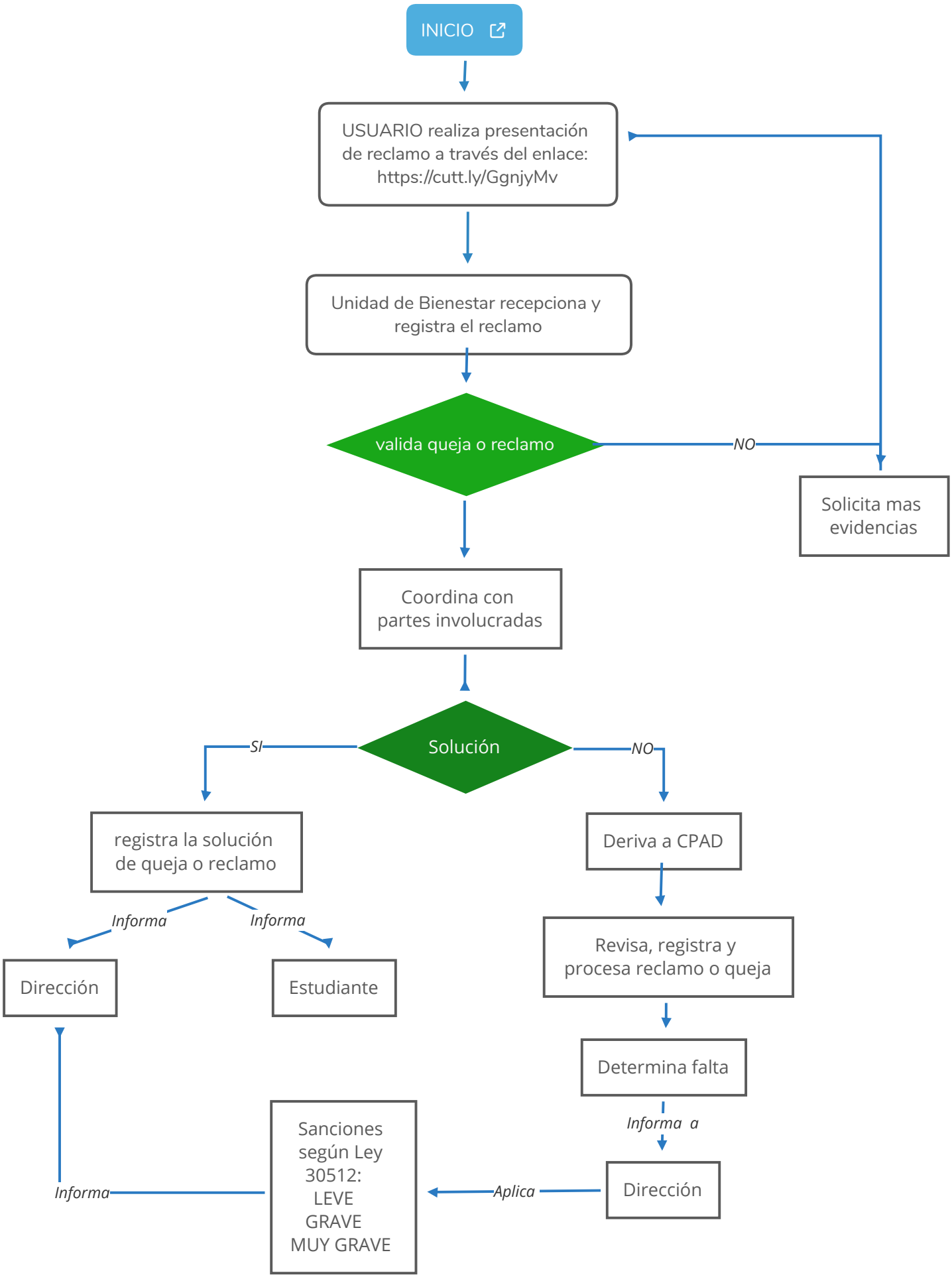FLUJOGRAMA DE RECLAMOS Y QUEJAS IESTP NARANJILLO