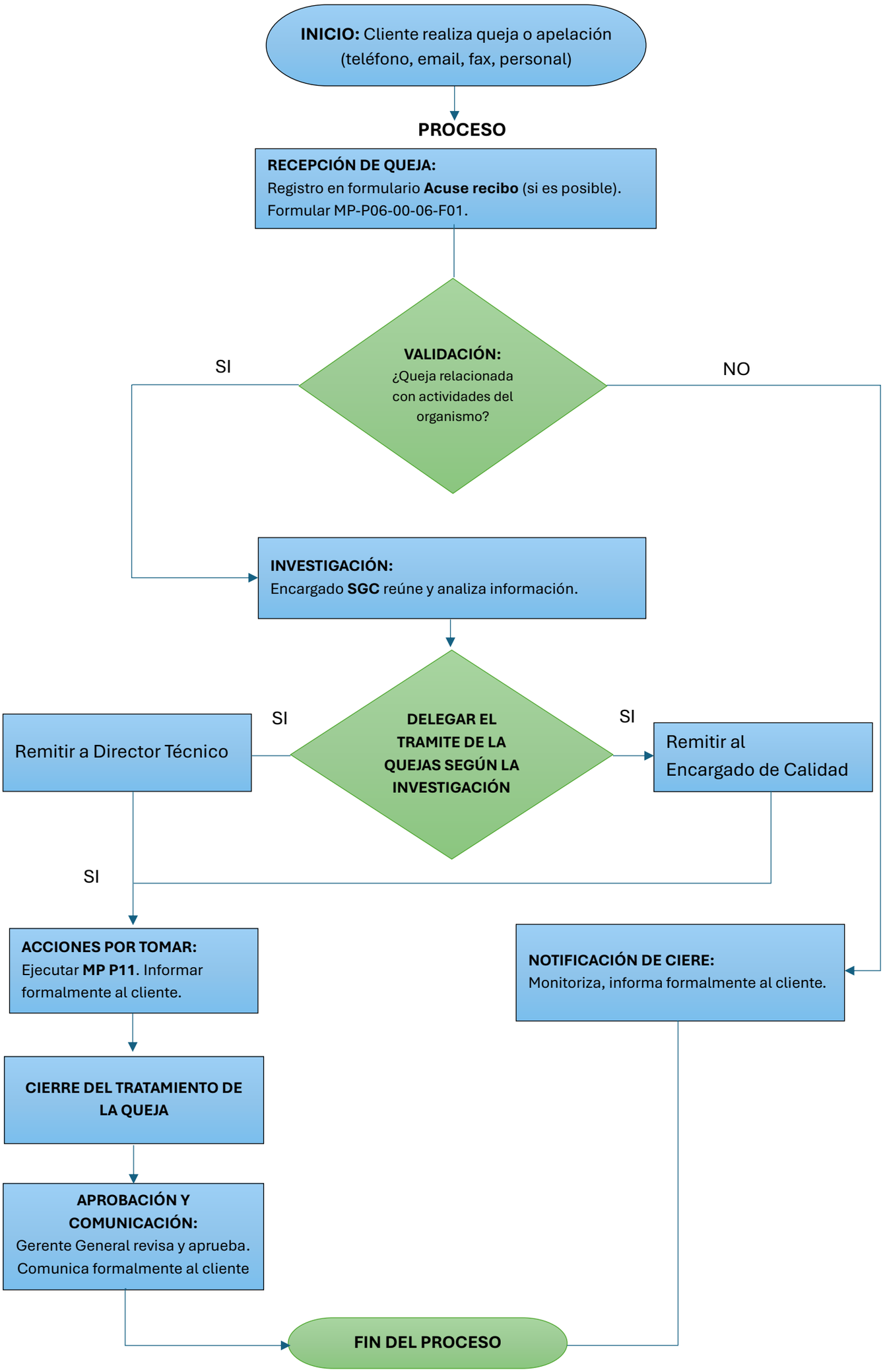RESOLUCIÓN DE QUEJAS Y APELACIONES