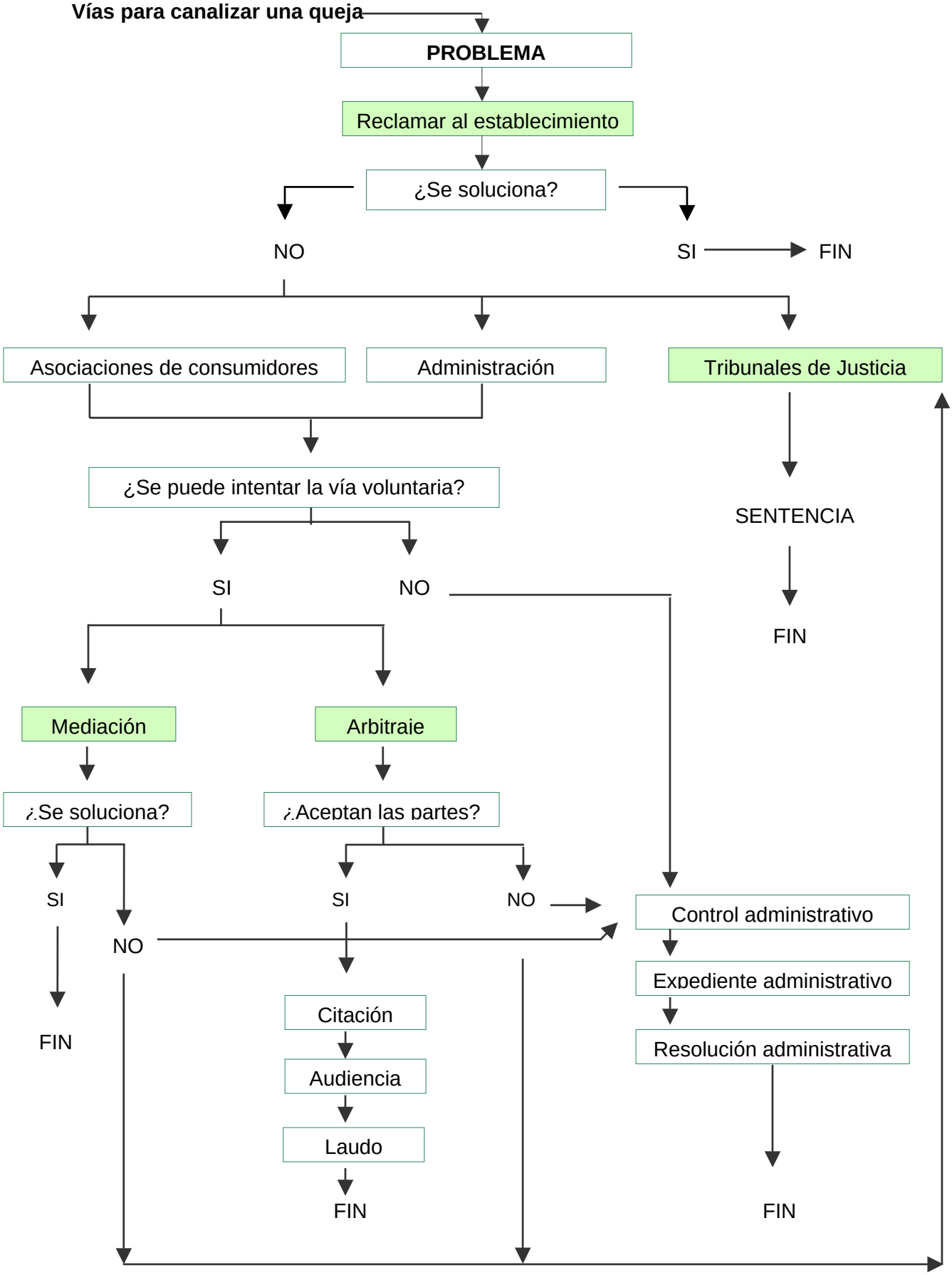Vías para canalizar una queja