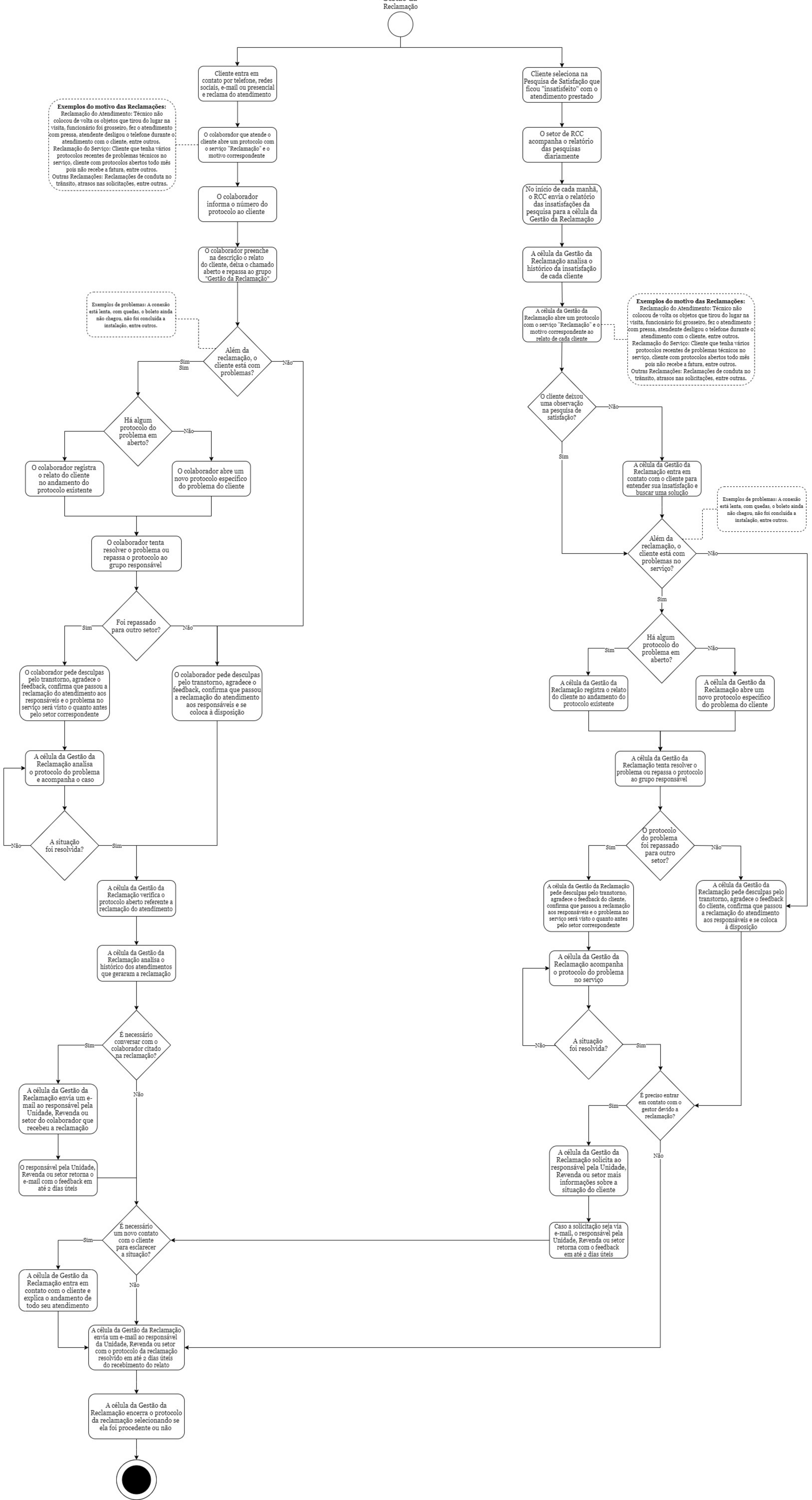Fluxograma
Gestão da
Reclamação