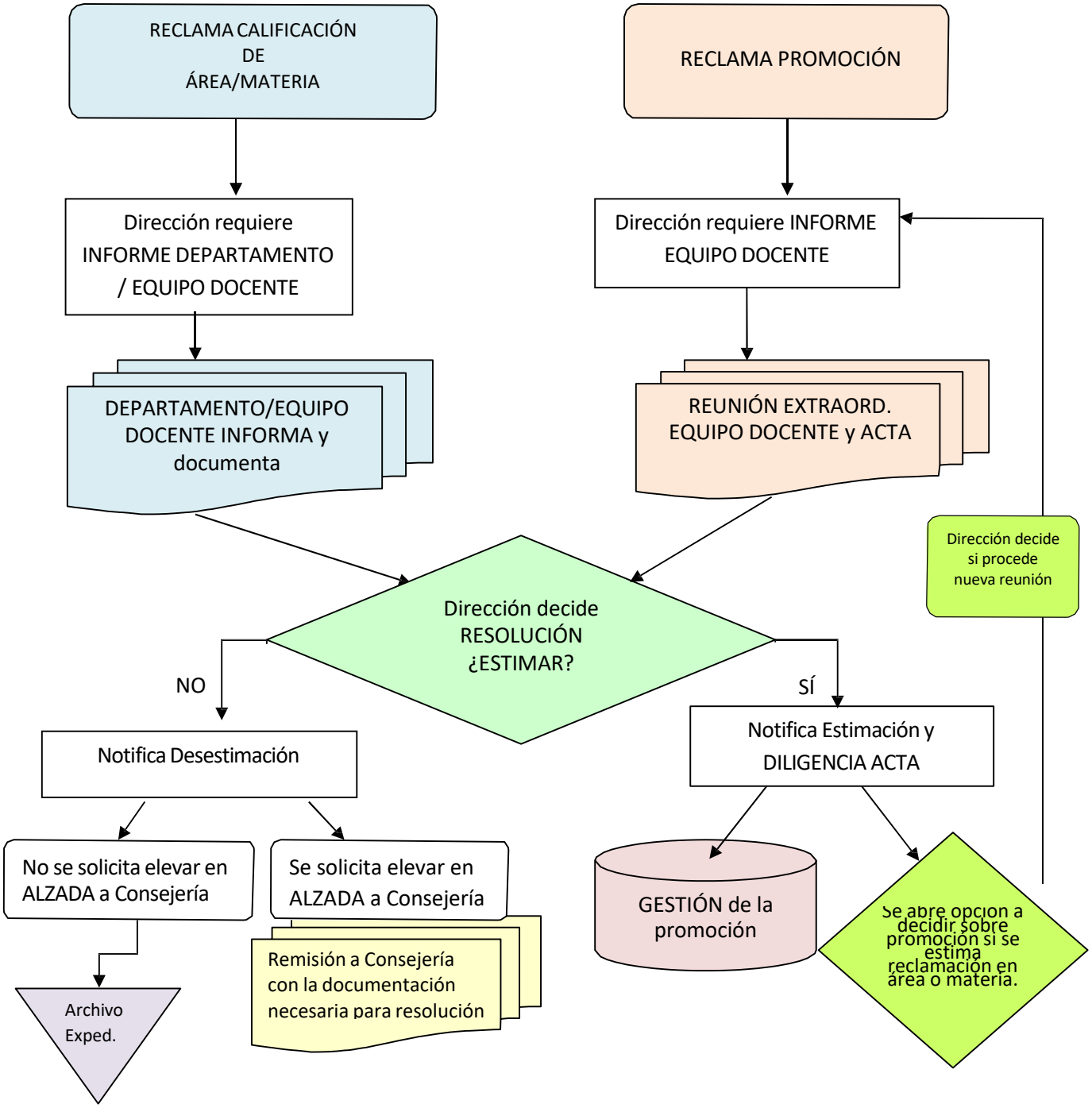PROCEDIMIENTO DE LA RECLAMACIÓN EN EL CENTRO