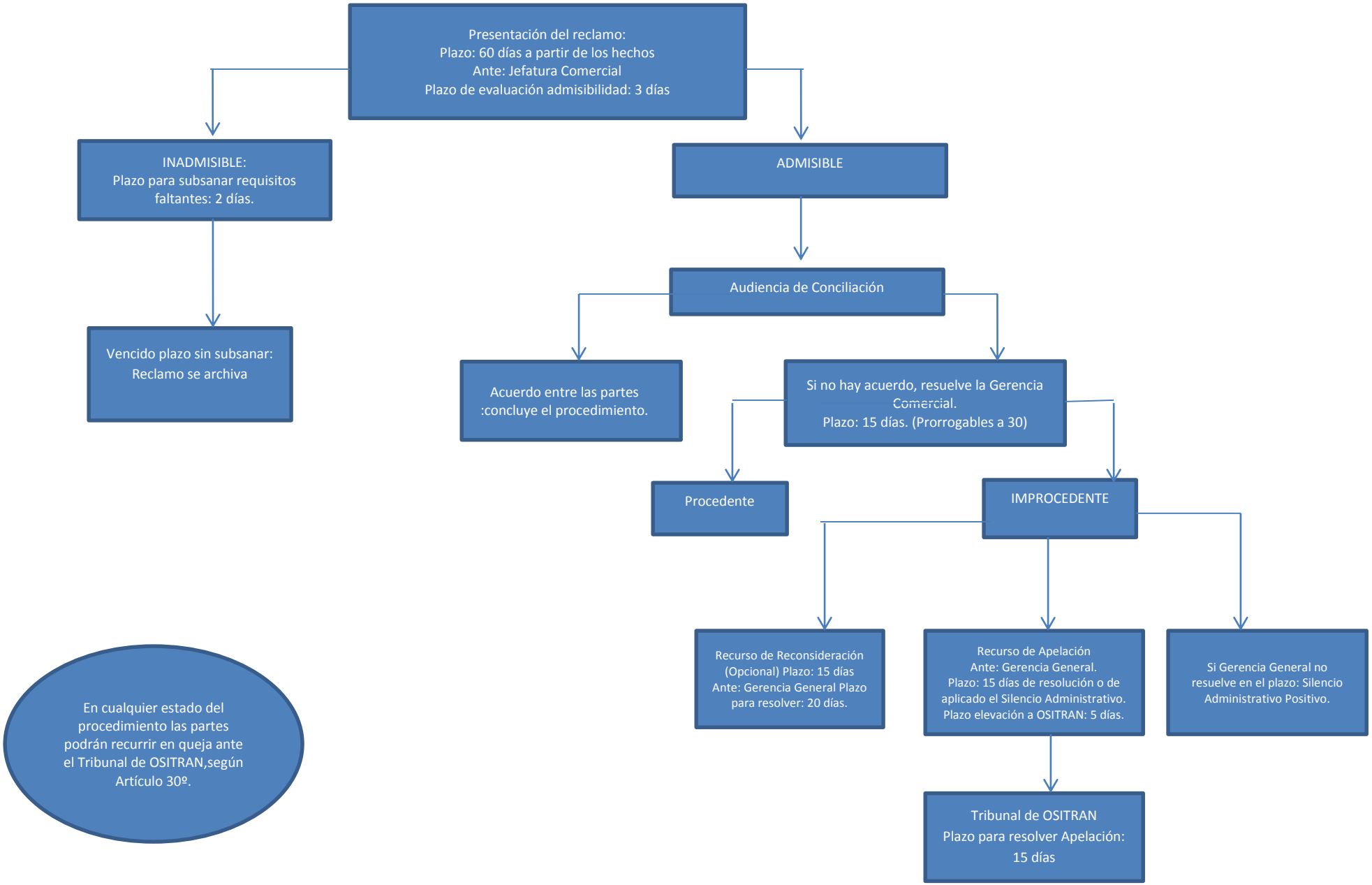PROCEDIMIENTO DE RECLAMO DE USUARIOS – FERROVÍAS CENTRAL ANDINA S.A.