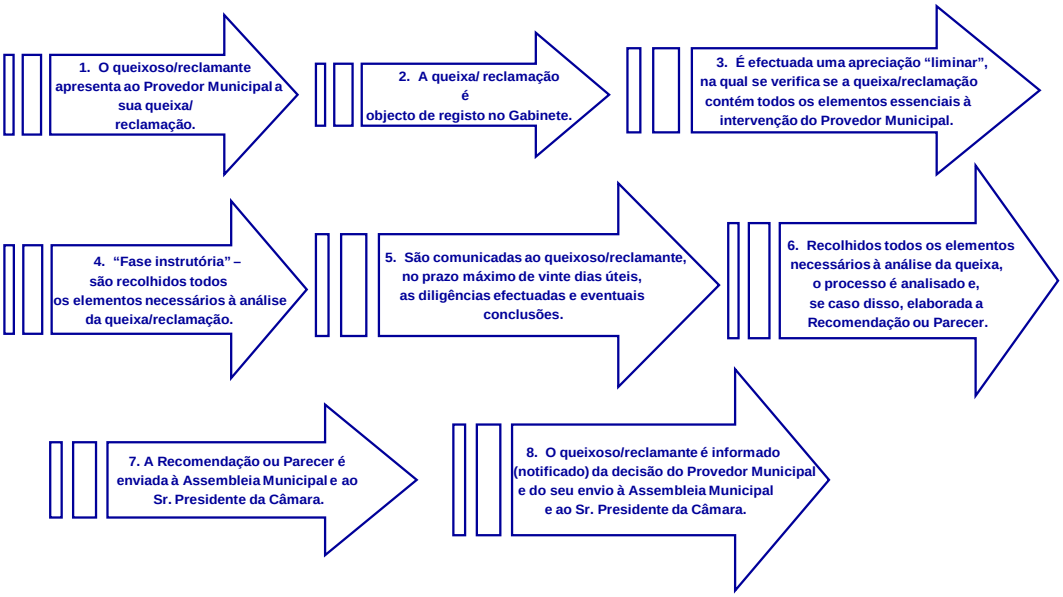TRAMITAÇÃO PROCESSUAL DAS RECLAMAÇÕES