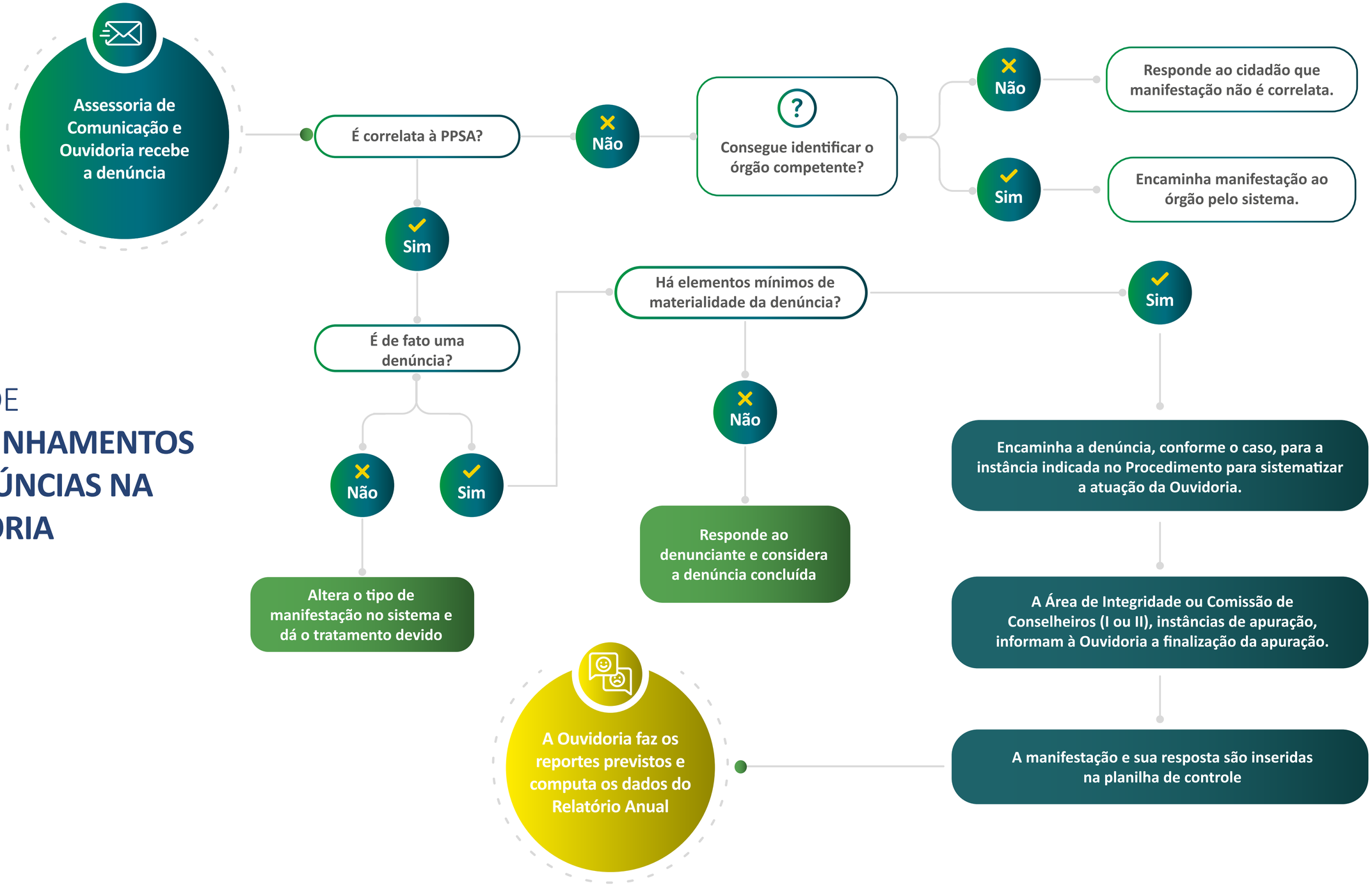FLUXO DE **ENCAMINHAMENTOS DE DENÚNCIAS NA OUVIDORIA**