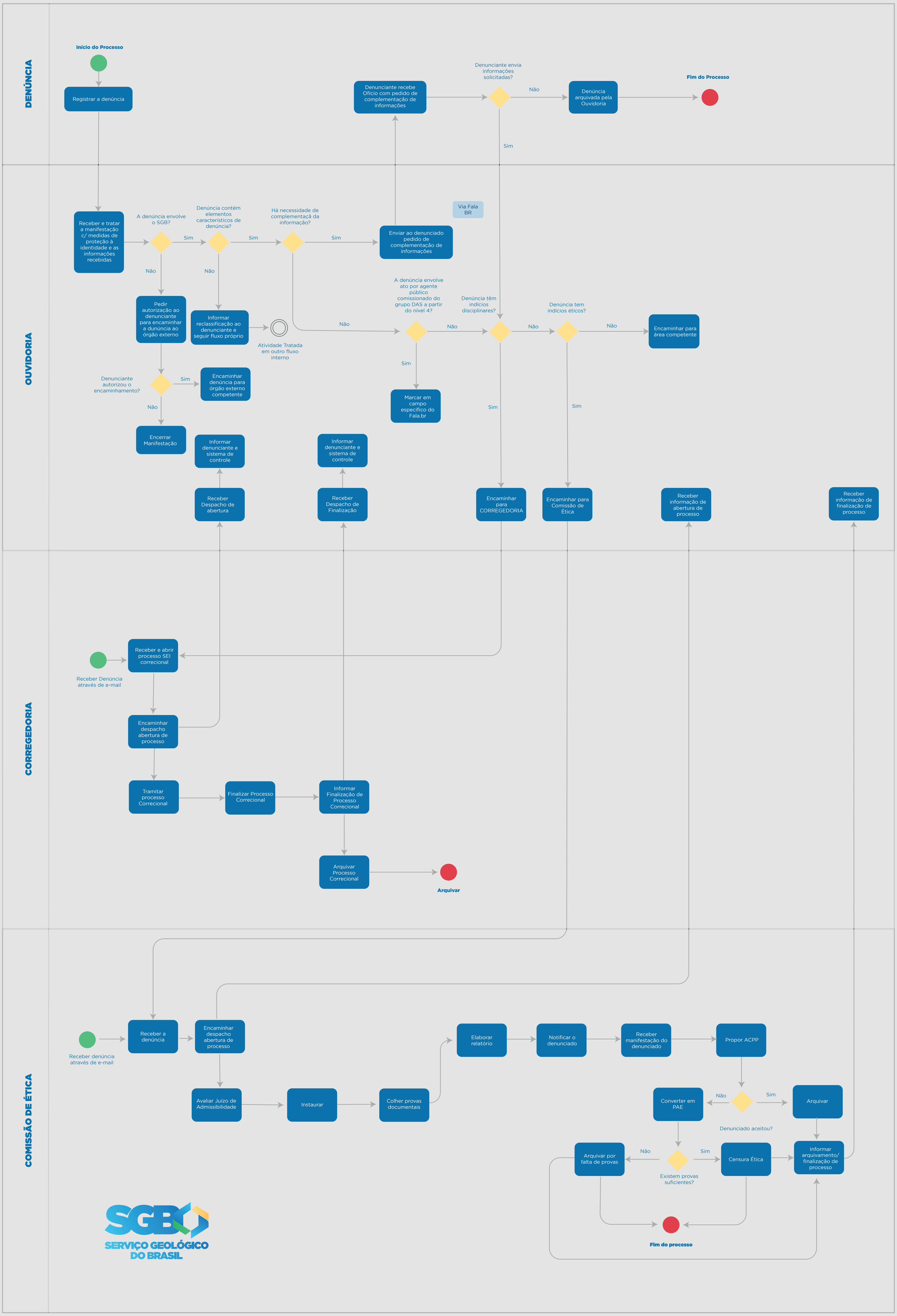FLUXO INTERNO PARA TRATAMENTO DE DENÚNCIAS