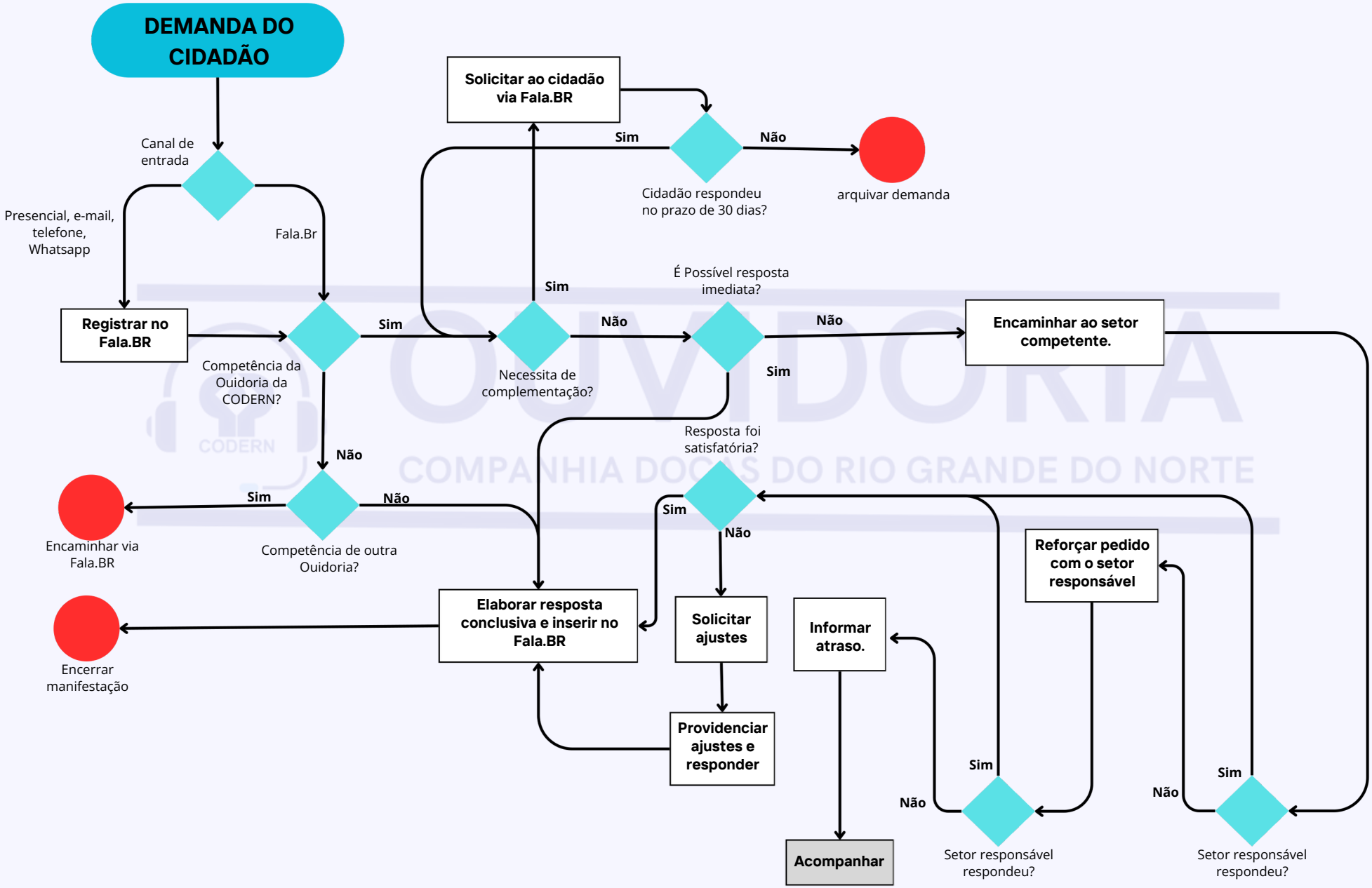MANIFESTAÇÕES DE OUVIDORIA