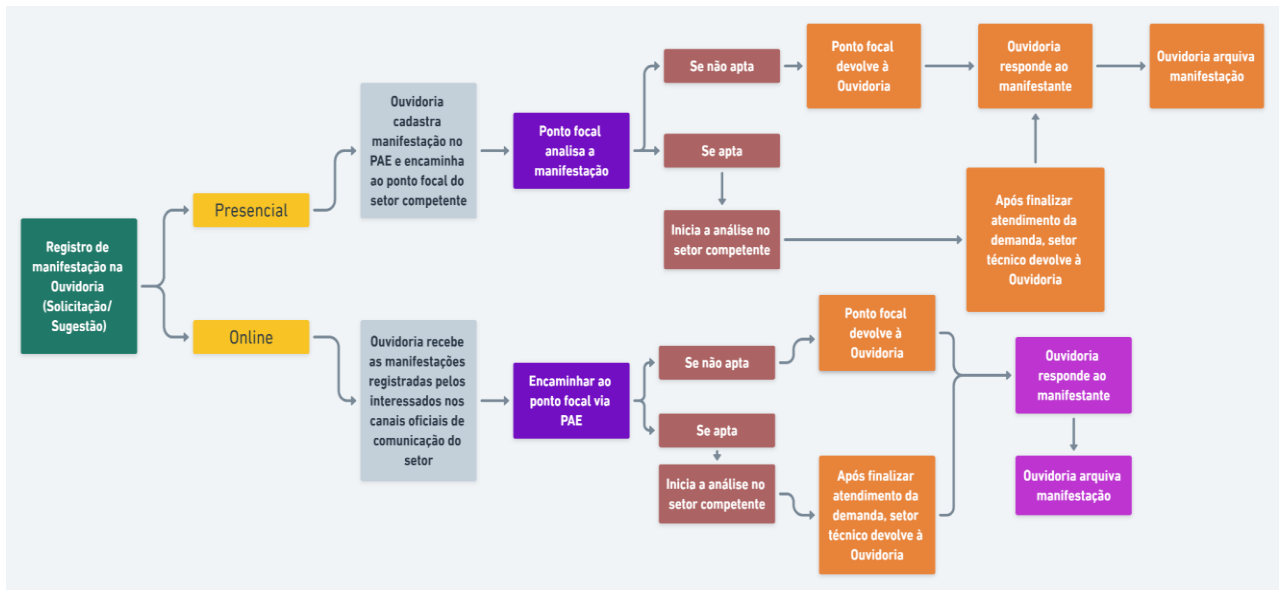
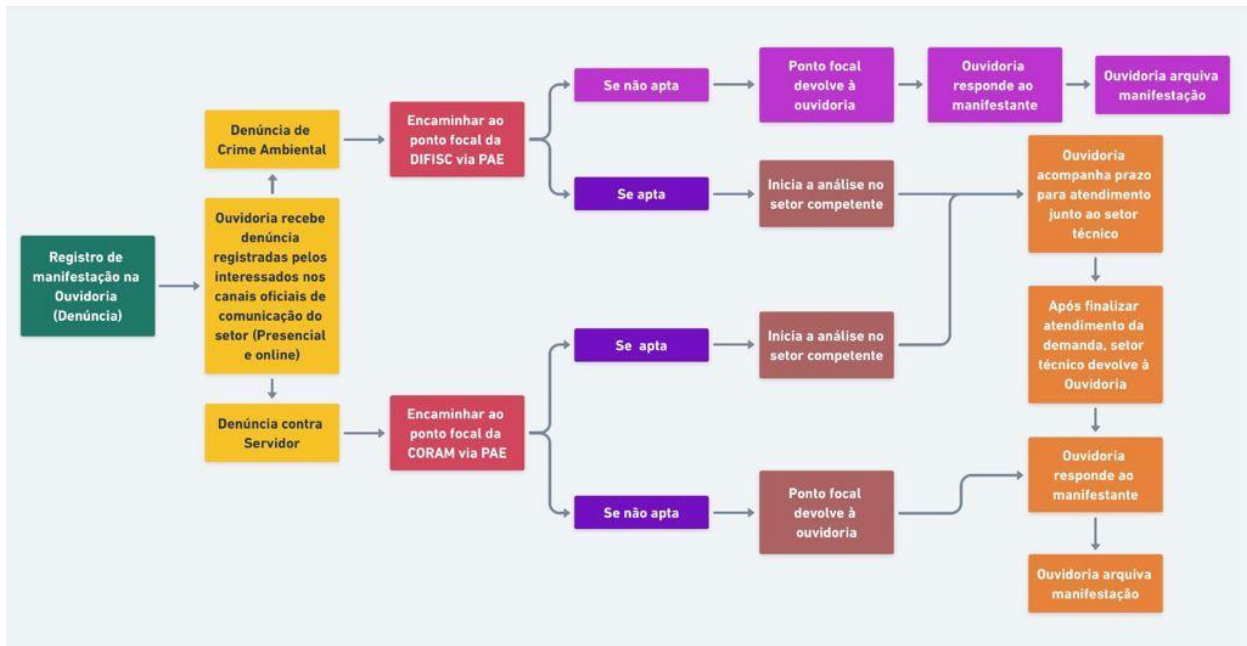


## FLUXOGRAMA DE RECEBIMENTO DE SOLICITAÇÃO/SUGESTÃO



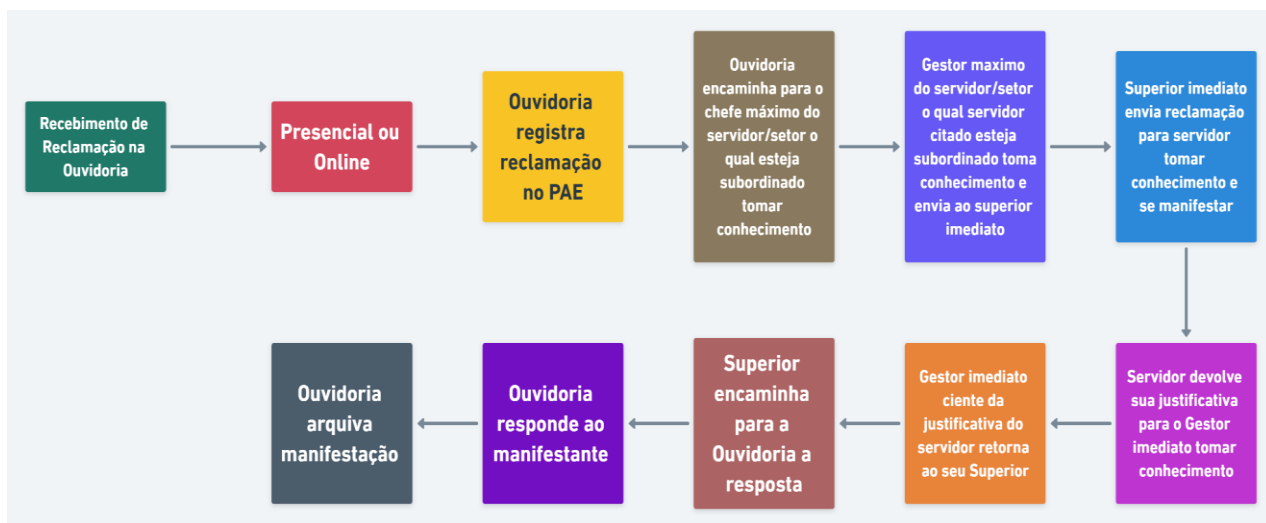
Fonte: Ouvidoria/SEMAS

## FLUXOGRAMA DE RECEBIMENTO DE DENÚNCIAS



Fonte: Ouvidoria/SEMAS

## FLUXOGRAMA DE RECEBIMENTO DE RECLAMAÇÃO



Fonte: Ouvidoria/SEMAS