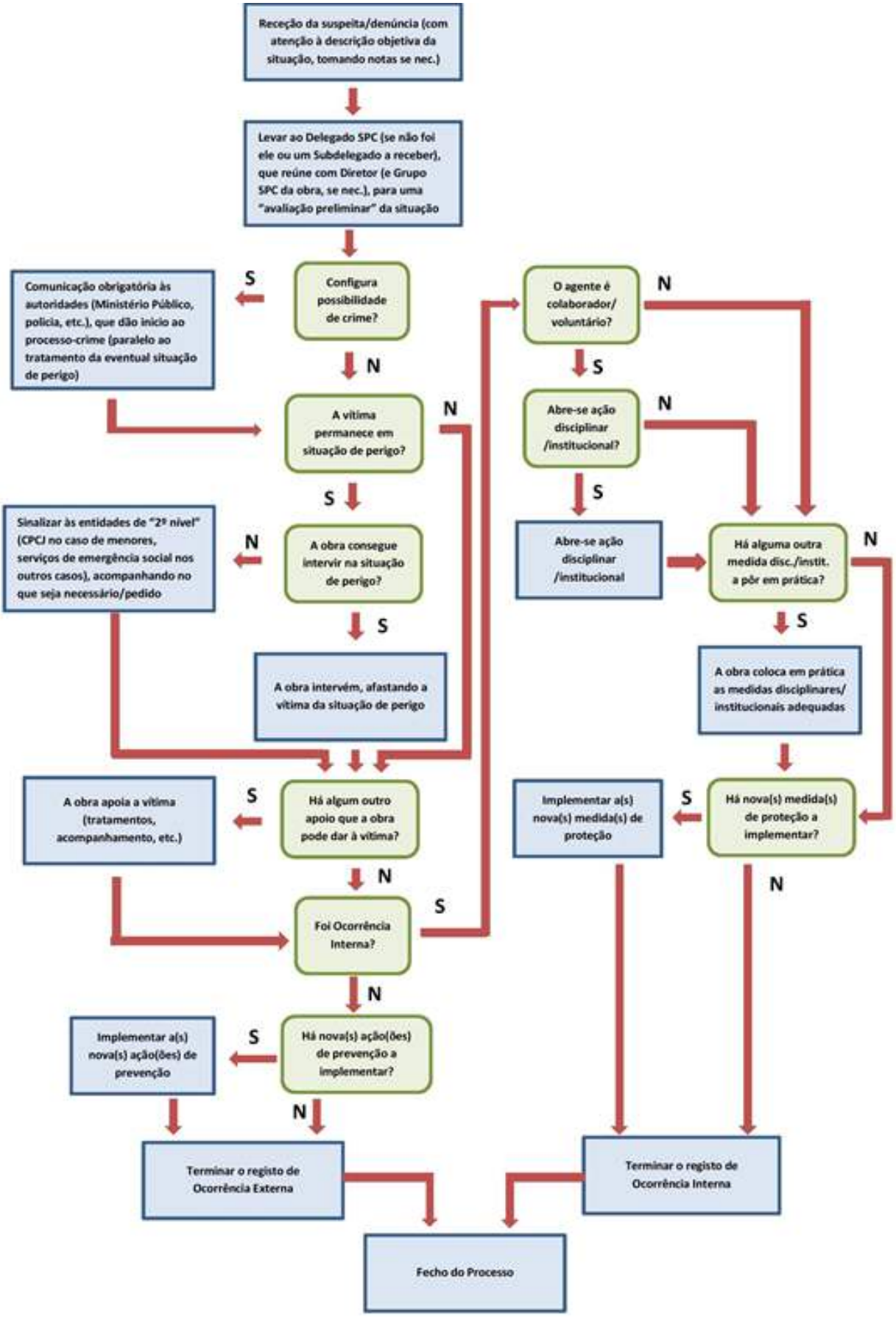Tratamento de suspeitas e denúncias