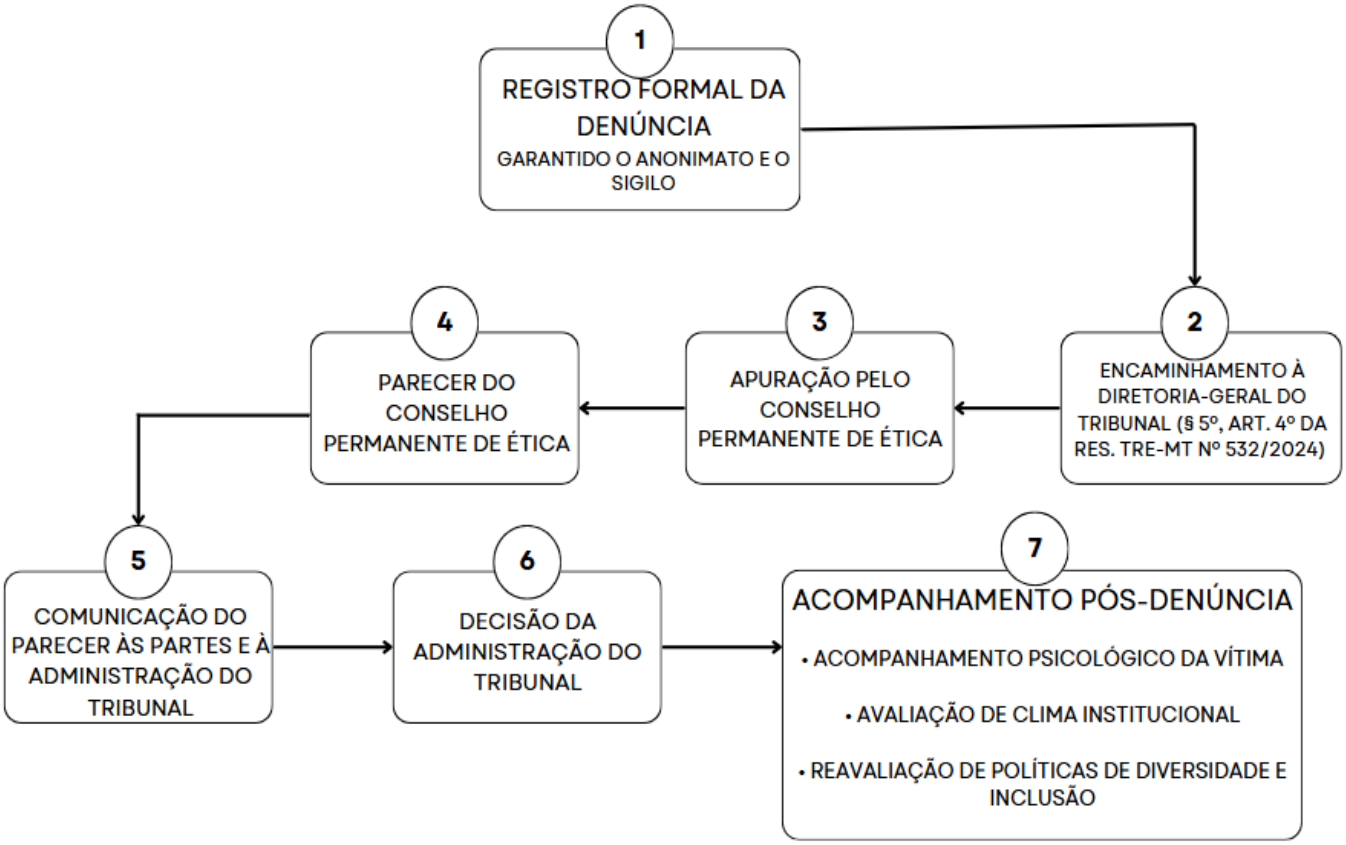Atendimento de Denúncias de Racismo no Ambiente Institucional