

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT**

JULY 1, 2019 – JUNE 30, 2020

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 8/20/19 (1st Level)

COMPLAINT (INITIALS): M.A.

NATURE OF COMPLAINT: Failure to respond

STATUS: Closed

OUTCOME: OCRA staff contacted complainant

DATE OF RESOLUTION LETTER: 9/26/19 (1st Level)

COMPLAINT (INITIALS): T.C.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions, but offered other assistance

DATE OF RESOLUTION LETTER: 10/15/19 (1st Level)

COMPLAINT (INITIALS): T.C.

NATURE OF COMPLAINT: Staff treatment

STATUS: Closed

OUTCOME: Offered alternate staff to assist

DATE OF RESOLUTION LETTER: 12/13/19 (1st Level)

COMPLAINT (INITIALS): S.E.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 1/2/20 (1st Level)

COMPLAINT (INITIALS): G.L.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 5/21/20 (1st Level)

COMPLAINT (INITIALS): S.R.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 6/26/20 (1st Level)

COMPLAINT (INITIALS): S.B.

NATURE OF COMPLAINT: Quality of assistance

STATUS: Closed

OUTCOME: Upheld staff actions