

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

**JULY 1, 2019 – DECEMBER 31, 2019**

**CONSUMER GRIEVANCES WITH CONTRACTOR**

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

COMPLAINT (INITIALS): M.A.

NATURE OF COMPLAINT: Staff Lack of Communication

STATUS: Closed

OUTCOME: Staff communicated with 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 and provided additional information to complainant about issue

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

COMPLAINT (INITIALS): T.C.

NATURE OF COMPLAINT: Staff Behavior

STATUS: Closed

OUTCOME: Talked with staff about behavior and different staff will communicate with complainant in the future

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

COMPLAINT (INITIALS): S.E.

NATURE OF COMPLAINT: Staff Lack of Communication/Unfair Treatment

STATUS: Closed

OUTCOME: Addressed complainant's concerns verbally and in writing

DATE OF RESOLUTION LETTER: 1/6/20 (1st Level) Grievance was filed on December 26, 2019, so included in this semi-annual report.

COMPLAINT (INITIALS): G.L.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided additional information