

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

JULY 1, 2020 – JUNE 30, 2021

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 8/3/20 (2nd Level)

COMPLAINT (INITIALS): S.B.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 8/3/20 (2nd Level)

COMPLAINT (INITIALS): S.R.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

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

COMPLAINT (INITIALS): C.G.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions and offered other assistance

DATE OF RESOLUTION LETTER: 9/17/20 (2nd Level)

COMPLAINT (INITIALS): C.G.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 10/21/20 (1st Level)

COMPLAINT (INITIALS): J.B.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions and provided referral

DATE OF RESOLUTION LETTER: 11/9/20 (1st Level)

COMPLAINT (INITIALS): A.G.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions and provided additional assistance

DATE OF RESOLUTION LETTER: 12/30/20 (1st Level)
COMPLAINT (INITIALS): M.B.
NATURE OF COMPLAINT: Failure to represent
STATUS: Closed
OUTCOME: Upheld staff actions and provided other assistance

DATE OF RESOLUTION LETTER: 1/5/21 (2nd Level)
COMPLAINT (INITIALS): J.B.
NATURE OF COMPLAINT: Failure to represent
STATUS: Closed
OUTCOME: Upheld staff actions and provided referral

DATE OF RESOLUTION LETTER: 2/5/21 (2nd Level)
COMPLAINT (INITIALS): M.B.
NATURE OF COMPLAINT: Failure to represent
STATUS: Closed
OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 2/25/21 (3rd Level)
COMPLAINT (INITIALS): J.B.
NATURE OF COMPLAINT: Failure to represent
STATUS: Closed
OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 3/1/21 (1st Level)
COMPLAINT (INITIALS): J.J.
NATURE OF COMPLAINT: Failure to represent
STATUS: Closed
OUTCOME: Upheld staff actions