

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

JULY 1, 2022 – JUNE 30, 2023

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 7/1/22 (1st Level)

COMPLAINANT (INITIALS): N.H.

OCRA OFFICE: FDLRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Provided more OCRA services

DATE OF RESOLUTION LETTER: 8/1/22 (1st Level)

COMPLAINANT (INITIALS): J.W.

OCRA OFFICE: RCOC

NATURE OF COMPLAINT: Communication with OCRA office

STATUS: Closed

OUTCOME: Agreed to communication accommodation for client

DATE OF RESOLUTION LETTER: 8/9/22 (1st Level)

COMPLAINANT (INITIALS): T.B.

OCRA OFFICE: FNRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 11/2/22 (1st Level)

COMPLAINANT (INITIALS): R.C.

OCRA OFFICE: IRC

NATURE OF COMPLAINT: OCRA case-handling

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 12/22/22 (1st Level)

COMPLAINANT (INITIALS): B.L.

OCRA OFFICE: WRC

NATURE OF COMPLAINT: Decline to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 2/22/23 (1st Level)
COMPLAINANT (INITIALS): A.E.
OCRA OFFICE: IRC
NATURE OF COMPLAINT: Failure to represent
STATUS: Closed
OUTCOME: Offered and provided more services

DATE OF RESOLUTION LETTER: 4/7/23 (1st Level)
COMPLAINANT (INITIALS): M.M.
OCRA OFFICE: KRC
NATURE OF COMPLAINT: Staff communication
STATUS: Closed
OUTCOME: Upheld staff actions, offered service

DATE OF RESOLUTION LETTER: 5/3/23 (1st Level)
COMPLAINANT (INITIALS): M.S.
OCRA OFFICE: ACRC
NATURE OF COMPLAINT: Staff communication and failure to represent
STATUS: Closed
OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 5/16/23 (1st Level)
COMPLAINANT (INITIALS): K.C.
OCRA OFFICE: RCEB
NATURE OF COMPLAINT: Staff communication and failure to represent
STATUS: Closed
OUTCOME: Upheld staff actions and offered more services

DATE OF RESOLUTION LETTER: 5/16/23 (1st Level)
COMPLAINANT (INITIALS): A.E.
OCRA OFFICE: IRC
NATURE OF COMPLAINT: Staff communication and case-handling
STATUS: Closed
OUTCOME: Upheld staff actions and offered more services