

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

**JULY 1, 2021 – JUNE 30, 2022**

**CONSUMER GRIEVANCES WITH CONTRACTOR**

DATE OF RESOLUTION LETTER: 7/23/21 (1st Level)

COMPLAINANT (INITIALS): L.K.

NATURE OF COMPLAINT: Outcome of OCRA services

STATUS: Closed

OUTCOME: Upheld provision of services and offered suggestion

DATE OF RESOLUTION LETTER: 11/16/21 (1st Level)

COMPLAINANT (INITIALS): P.S.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 12/27/21 (1st Level)

COMPLAINANT (INITIALS): M.L.

NATURE OF COMPLAINT: OCRA case handling

STATUS: Closed

OUTCOME: Upheld staff actions