OFFICE OF CLIENTS’ RIGHTS ADVOCACY

ANNUAL REPORT

JULY 1, 2014 – JUNE 30, 2015

# CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 7/18/14 (2nd Level)

COMPLAINT (INITIALS): C.M.S.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 7/25/14 (1st Level)

COMPLAINT (INITIALS): M.G.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 8/14/14 (1st Level)

COMPLAINT (INITIALS): J.M.Z.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided Additional Information

DATE OF RESOLUTION LETTER: 10/23/14 (1st Level)

COMPLAINT (INITIALS): E.G.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided Additional Services

DATE OF RESOLUTION LETTER: 10/29/14 (1st Level)

COMPLAINT (INITIALS): N.B.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 11/8/14 (1st Level)

COMPLAINT (INITIALS): C.J.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 2/27/15 (1st Level)

COMPLAINT (INITIALS): T.C.

NATURE OF COMPLAINT: Failure to Provide Information

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 3/5/15 (1st Level)

COMPLAINT (INITIALS): D.C.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 3/24/15 (2nd Level)

COMPLAINT (INITIALS): T.C.

NATURE OF COMPLAINT: Failure to Provide Information

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 5/12/15 (1st Level)

COMPLAINT (INITIALS): J.S.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 5/22/15 (1st Level)

COMPLAINT (INITIALS): A.L. (Part of Group Grievance)

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided a Group Training and Individual Rights Consultations

DATE OF RESOLUTION LETTER: 5/22/15 (1st Level)

COMPLAINT (INITIALS): I.D. (Part of Group Grievance)

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided a Group Training and Individual Rights Consultations

DATE OF RESOLUTION LETTER: 5/22/15 (1st Level)

COMPLAINT (INITIALS): S.C. (Part of Group Grievance)

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided a Group Training and Individual Rights Consultations

DATE OF RESOLUTION LETTER: 5/22/15 (1st Level)

COMPLAINT (INITIALS): A.A./D.A. (Part of Group Grievance)

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided a Group Training and Individual Rights Consultations

DATE OF RESOLUTION LETTER: 6/18/15 (2nd Level)

COMPLAINT (INITIALS): J.S.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 6/18/15 (2nd Level)

COMPLAINT (INITIALS): A.A./D.A. (Part of Group Grievance)

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided a Group Training and Individual Rights Consultations

DATE OF RESOLUTION LETTER: 6/18/15 (2nd Level)

COMPLAINT (INITIALS): A.L. (Part of Group Grievance)

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Provided a Group Training and Individual Rights Consultations