

**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 (1<sup>st</sup> 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 (1<sup>st</sup> Level)  
COMPLAINT (INITIALS): D.C.  
NATURE OF COMPLAINT: Failure to Represent  
STATUS: Closed  
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 3/24/15 (2<sup>nd</sup> 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 (1<sup>st</sup> Level)  
COMPLAINT (INITIALS): J.S.  
NATURE OF COMPLAINT: Failure to Represent  
STATUS: Closed  
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 5/22/15 (1<sup>st</sup> 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 (1<sup>st</sup> 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 (1<sup>st</sup> 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 (1<sup>st</sup> 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 (2<sup>nd</sup> Level)  
COMPLAINT (INITIALS): J.S.  
NATURE OF COMPLAINT: Failure to Represent  
STATUS: Closed  
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 6/18/15 (2<sup>nd</sup> 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 (2<sup>nd</sup> 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