OFFICE OF CLIENTS’ RIGHTS ADVOCACY

ANNUAL REPORT

JULY 1, 2015 – JUNE 30, 2016

# CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 11/12/15 (1st Level)

COMPLAINT (INITIALS): S.B.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 11/19/15 (1st Level)

COMPLAINT (INITIALS): J.G.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 6/17/16 (1st Level)

COMPLAINT (INITIALS): D.L.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions