

**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