

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

**JULY 1, 2016 – JUNE 30, 2017**

**CONSUMER GRIEVANCES WITH CONTRACTOR**

DATE OF RESOLUTION LETTER: 8/9/16 (1st Level)

COMPLAINT (INITIALS): S.S.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 10/10/16 (1st Level)

COMPLAINT (INITIALS): J.Z.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 11/30/16 (2nd Level)

COMPLAINT (INITIALS): J.Z.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 12/12/16 (3rd Level)

COMPLAINT (INITIALS): J.Z.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Open – DDS investigating

OUTCOME: Pending

DATE OF RESOLUTION LETTER: 2/7/17 (1st Level)

COMPLAINT (INITIALS): J.G.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 3/22/17 (1st Level)

COMPLAINT (INITIALS): J.S.

NATURE OF COMPLAINT: Failure to Assign Different OCRA Office

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 6/9/17 (2nd Level)  
COMPLAINT (INITIALS): J.S.  
NATURE OF COMPLAINT: Failure to Assign Different OCRA Office  
STATUS: Closed  
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 5/3/17 (1st Level)  
COMPLAINT (INITIALS): H.D.  
NATURE OF COMPLAINT: Failure to Represent  
STATUS: Closed  
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 6/30/17 (1st Level)  
COMPLAINT (INITIALS): A.C.  
NATURE OF COMPLAINT: Failure to Represent  
STATUS: Closed  
OUTCOME: Staff Completed New Intake

DATE OF RESOLUTION LETTER: 7/3/17 (1st Level) (Grievance received  
before fiscal year end)  
COMPLAINT (INITIALS): M.Z.  
NATURE OF COMPLAINT: Failure to Represent  
STATUS: Closed  
OUTCOME: Upheld Staff Actions