

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

**JULY 1, 2018 – JUNE 30, 2019**

**CONSUMER GRIEVANCES WITH CONTRACTOR**

DATE OF RESOLUTION LETTER: 2/5/19 (1st Level)

COMPLAINT (INITIALS): J.D.

NATURE OF COMPLAINT: Failure to Represent/Unfair Treatment

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 3/17/19 (2nd Level)

COMPLAINT (INITIALS): J.D.

NATURE OF COMPLAINT: Failure to Represent/Unfair Treatment

STATUS: Closed

OUTCOME: Upheld Staff Actions and a different Supervising CRA performed some advocacy work on behalf of client

DATE OF RESOLUTION LETTER: 5/2/19 (1st Level)

COMPLAINT (INITIALS): K.O.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 5/21/19 (1st Level)

COMPLAINT (INITIALS): S.E.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 7/3/19 (1st Level) (Grievance filed in fiscal year 2018-2019)

COMPLAINT (INITIALS): J.W.

NATURE OF COMPLAINT: Failure to Represent

STATUS: Closed

OUTCOME: Staff able to represent client after meeting date changed