

OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
JULY 1, 2002 - JUNE 30, 2003

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
5/16/02	L.T.	Allegations of conspiring with RC staff to deny consumer's rights	Completed	Upheld staff actions
8/11/02	M.B.	Failure to represent in RC eligibility hearing	Completed	Staff to handle hearing
9/20/02	R.A.	Failure to represent in RC matter	Completed	Upheld staff actions
10/21/02	S.L.	Failure to represent in RC eligibility hearing	Completed	Staff to handle hearing; Complainant dissatisfied with offer & refused
11/13/02	M.S.	Failure to represent in RC eligibility hearing	Completed	Staff to further investigate merits
12/4/02	M.K.	Failure to represent in 4731 Complaint	Completed	Upheld staff actions
1/7/03	D.H.	Failure to return phone calls; Failure to represent in RC matter without discussing with the consumer; Failure to represent in RC matter	Completed	Upheld staff actions
2/24/03	N.B.	Failure to represent in RC matter	Completed	Upheld staff actions
3/13/03	S.A.	Failure to represent in Unlawful Detainer	Completed	Upheld staff actions