

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
JULY 1, 2013 – June 30, 2014
CONSUMER GRIEVANCES WITH CONTRACTOR**

Date of Resolution Letter: 10/7/13 (1st Level)
Complaint (Initials): U.A.M.
Nature of Complaint: Failure to Represent
Status: Closed

Outcome: **Performed Additional Assistance**

Date of Resolution Letter: 1/21/14
Complaint (Initials): J.C.
Nature of Complaint: Failure to Represent
Status: Closed

Outcome: **Upheld Staff Action**

Date of Resolution Letter: 2/6/14
Complaint (Initials): R.D.
Nature of Complaint: Failure to Represent
Status: Closed

Outcome: **Upheld Staff Action**

Date of Resolution Letter: 3/26/14 (2nd Level)
Complaint (Initials): U.A.M.
Nature of Complaint: Failure to Represent
Status: Closed

Outcome: **Upheld Staff Action**

Date of Resolution Letter: 6/6/14 (1st Level)
Complaint (Initials): C.M.S.
Nature of Complaint: Failure to Represent
Status: Closed

Outcome: Upheld Staff Action

Date of Resolution Letter: 6/24/14 (2nd Level)

Complaint (Initials): C.M.S.

Nature of Complaint: Failure to Represent

Status: Open (Response sent on July 18, 2014, following the close of the fiscal year. It will be reported in the next OCRA report.)

Outcome: Upheld Staff Action