

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
SEMI - ANNUAL REPORT
JULY 1, 2013 – December 31, 2013**

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
10/7/13 (1 st level)	K.A.	Failure to Represent	Closed	Performed Additional Action