

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
JULY 1, 2012 – JUNE 30, 2013**

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
9/29/12 (1 st level)	N.S.	Inappropriate action by staff	Closed	Upheld staff's action
11/16/12 (2 nd Level)	N.S.	Inappropriate action by staff	Closed	Upheld staff's action
(3 rd Level)	N.S.	Inappropriate action by staff	Open	
10/3/12 (1 st Level)	S.S.	Failure to Represent	Closed	Upheld staff's action
11/7/12 (1 st Level)	A.M.	Failure to Represent	Closed	Upheld staff's action
12/10/12 (2 nd Level)	A.M.	Failure to Represent	Closed	Upheld staff's action