

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
JULY 1, 2011 – June 30, 2012**

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
7/21/11 (1 st level)	L. P.	Failure to Represent	Closed	Upheld staff's actions
8/22/11 (1 st level)	K. S.	Failure to Represent	Closed	Upheld staff's actions
8/24/11 (2nd level)	K. B.	Failure to Represent	Closed	Upheld staff's actions
9/13/11 (1 st level)	S. G.	Failure to Represent	Closed	Upheld staff's actions
10/13/11 (1st level)	M. H.	Inappropriate action by staff	Closed	Upheld Claimant's Grievance
10/28/11 (2 nd level)	S. G.	Failure to Represent	Closed	Upheld staff's actions
12/9/11 (2nd level)	O. K.	Failure to Represent	Closed	Upheld staff's actions
6/26/12 (1st level)	J.D.	Inappropriate action by staff	Closed	Upheld staff's actions