

**OFFICE OF CLIENTS' RIGHTS ADVOCACY  
ANNUAL REPORT  
JULY 1, 2010 – June 30, 2011**

**CONSUMER GRIEVANCES WITH CONTRACTOR**

| <b>DATE OF RESOLUTION LETTER</b> | <b>COMPLAINT (INITIALS)</b> | <b>NATURE OF COMPLAINT</b>   | <b>STATUS</b> | <b>OUTCOME</b>   |
|----------------------------------|-----------------------------|--|---------------|--|
| 8/27/10                          | E.E.                        | Failed to Represent at I.E.P.  | Closed        | OCRA actions upheld                                    |
| 9/1/10                           | C.F                         | 1 <sup>st</sup> Level - Failed to Represent in Negligence action.          | Closed        | OCRA actions upheld                                    |
| 10/2/10                          |                             | 2 <sup>nd</sup> Level Complaint- Failed to Represent in Negligence action. | Closed        | OCRA actions upheld                                    |
| 9/23/10                          | C.H.                        | Failure to Represent at SSI hearing.                                       | Closed        | OCRA actions upheld                                    |
| 11/1/10                          | C.A.                        | Failure to Represent at Conservatorship hearing.                           | Closed        | OCRA actions upheld                                    |
| 5/16/11                          | R.H.                        | Information contained in OCRA retainer was overbroad                       | Closed        | OCRA deleted undesired language from retainer          |
| 5/18/11                          | K.B.                        | Failure to obtain records  | Closed        | OCRA obtained records                                  |
| 6/16/11<br>Date Grievance Filed  | O.K.                        | Failure of OCRA to represent appropriately at IPP                          | Closed        | Client obtained desired placement through OCRA actions |