

**OFFICE OF CLIENTS' RIGHTS ADVOCACY  
ANNUAL REPORT  
JULY 1, 2009 – June 30, 2010**

**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>
9/3/09	A.W.	OCRA unable to directly represent	Closed	Upheld OCRA's actions
9/28/09	N.C.	OCRA unable to directly represent	Closed	Upheld OCRA's actions
10/23/09	A.D.	OCRA unable to directly represent	Closed	Upheld OCRA's actions
12/10/09	M.W.	OCRA unable to directly represent	Closed	Upheld OCRA's actions
12/22/09	N.T.	Unable to represent	Closed	Misunderstanding; OCRA to provide technical assistance
12/24/09	S.S.	Conversations regarding conduct of OCRA; request for complaint to be kept on file.	Closed	Complaint will be kept on file.
6/21/10	J.J.	OCRA unable to provide assistance	Closed	Upheld OCRA's actions