

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
SEMI-ANNUAL REPORT
JULY 1, 2009 – DECEMBER 31, 2009**

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
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.