

OFFICE OF CLIENTS' RIGHTS ADVOCACY  
ANNUAL REPORT  
JULY 1, 2005 – JUNE 30, 2006

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
8/15/05	R.B.	Failure to represent in R.C. matter	Closed	Upheld OCRA's actions
10/20/05	K.W.	1 <sup>st</sup> Level- Failure to represent in R.C. eligibility hearing	Closed	Upheld OCRA's actions
1/13/06		2 <sup>nd</sup> Level- Failure to represent in R.C. eligibility hearing	Closed	Upheld OCRA's actions
12/14/05	A.T.	1 <sup>st</sup> Level- Contact adult consumer without parent's permission	Closed	Upheld OCRA's actions
2/23/06		2 <sup>nd</sup> Level- Contact adult consumer without parent's permission	Closed	Upheld OCRA's actions
5/11/06		3 <sup>rd</sup> Level-DDS Contact adult consumer without parent's permission	Closed	Upheld OCRA's actions

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
5/26/06	M.Q.	1 <sup>st</sup> Level- Failure to represent in R.C. matter	Closed	Upheld OCRA's actions
7/6/06		2 <sup>nd</sup> Level- Failure to represent in R.C. matter	Closed	Upheld OCRA's actions
6/15/06	E.C.	Conflict of Interest	Closed	Upheld OCRA's actions

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