

OFFICE OF CLIENTS' RIGHTS ADVOCACY  
ANNUAL REPORT  
JULY 1, 2007 – JUNE 30, 2008

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
11/26/07	K.C.	Allegations of unauthorized actions by OCRA	Closed	Partially upheld OCRA actions
1/7/08	D.W.	Failure to provide advocacy in RC matter	Closed	Upheld OCRA actions
5/20/08	A.T.	Failure to provide advocacy in RC matter		Upheld OCRA actions
6/29/08	A.T.	2 <sup>nd</sup> level – Failure to provide advocacy in RC matter		Upheld OCRA actions
7/17/08	A.T.	3 <sup>rd</sup> level – Failure to provide advocacy in RC matter		Referred to DDS
6/13/08	C.G.	Failure to represent in RC matter	Closed	Offer to determine staff availability after 8/15/08