

OFFICE OF CLIENTS' RIGHTS ADVOCACY  
ANNUAL REPORT  
JULY 1, 2006 – JUNE 30, 2007

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
7/8/06	C.B.	Failure to Represent in RC matter	Closed	Upheld OCRA's actions
12/28/06	J.T.	Failure to Represent in RC matter	Closed	Upheld OCRA's actions
5/8/07	R.H.	Adequacy of Representation	Closed	Upheld OCRA's actions
6/13/07	S.H.	Failure to Represent in Special Education matter and conduct of CRA	Closed	Upheld OCRA's actions