

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
JULY 1, 2008 – JUNE 30, 2009**

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
7/17/08	A.T.	3 rd Level- Failure to represent in regional center matter	Closed	Upheld OCRA's actions
7/10/08	D & D.P.	1 st Level- Failure to provide advocacy	Closed	Upheld OCRA's actions
9/23/08		2 nd Level- Failure to provide advocacy	Closed	Upheld OCRA's actions
11/5/08	J.T.	2 nd Grievance- Failure to provide representation in regional center matter.	Closed	Upheld OCRA's actions
11/18/08	M.Y.	1 st Level- Failure to provide effective advocacy	Closed	Upheld OCRA's staff's actions
2/3/09	E.A.	1 st Level- Failure to provide representation	Closed	Upheld OCRA's staff's actions

		2 nd Level- Failure to provide adequate investigation	Closed	Partially Upheld
3/16/09	S.M.A.	Failure to provide adequate investigation	Closed	Upheld OCRA's staff's actions
6/11/09	S.M.A.	Failure to provide adequate investigation	Closed	Upheld OCRA's staff's actions