Reporting Period	Regional Center	Contract Year	Complainant Initials	Date of Resolution Letter
	IRC	23/24	L.C.	8/15/23
	FNRC	23/24	H.J.	9/11/23
	NBRC	23/24	M.T	9/20/23
	RCEB	23/24	D.F.	10/10/23
	ACRC	23/24	A.G.	10/20/23
	KRC	23/24	D.L.	10/23/23
	IRC	23/24	A.E.	1/23/24
	HRC	23/24	D.L.	2/9/24
	SDRC	23/24	M.C.	4/8/24
	RCRC	23/24	K.K.	4/24/24
	SARC	23/24	S.C.	4/30/24
	SDRC	23/24	T.S.	6/13/24

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Level	Nature of Complaint	Status
1st	Failure to represent	Closed
1st	Failure to represent	Closed
1st	Failure to represent	Closed
1st	OCRA case- handling	Closed
1st	OCRA case- handling	Closed
1st	Failure to represent	Closed
1st	Failure to represent	Closed
1st	Failure to represent	Closed
1st	Staff communications	Closed
1st	Failure to represent	Closed
1st	Staff case-handling	Closed
1st	Failure to represent/staff communiction	Closed

Outcome
Upheld staff actions
OCRA continued to evaluate the case
Upheld staff actions/suspended OCRA services
Upheld staff actions/suspended OCRA services
Upheld staff actions
Provided more services
Offered more OCRA services
and contacted another legal
organization
Could not reach grievant/upheld staff actions/offered more services if communication is re- established

Comments