

OFFICE OF CLIENTS' RIGHTS ADVOCACY
 ANNUAL REPORT
 JULY 1, 2004 – JUNE 30, 2005

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER	COMPLAINT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
7/26/04	G.W.M.	Failure to appropriately represent in R.C. matter	Closed	Upheld OCRA's actions
8/14/04	H.W.	Failure to satisfactorily represent in R.C. matter	Closed	Upheld OCRA's actions
8/23/04	R.B.	Failure to represent in special education matter	Closed	Attempted to locate other representative.
6/27/05	D.F.	Failure to appropriately represent in R.C. matter	Closed	Upheld OCRA's actions