

**OFFICE OF CLIENTS' RIGHTS ADVOCACY
ANNUAL REPORT
JULY 1, 2001– June 30, 2002**

CONSUMER GRIEVANCES WITH CONTRACTOR

COMPLAINANT (INITIALS)	NATURE OF COMPLAINT	STATUS	OUTCOME
S.S.	Failed to correctly file an early-start complaint.	Completed	Agreement to train OCRA staff.
M. W.	Failed to timely or appropriately complete a 4731 investigation.	Completed	Additional research on issue provided to complainant.
M.B.	Dissatisfied with actions taken by OCRA.	Completed	Assigned to a different staff person.
E.L.	Dissatisfied with OCRA's refusal to assist.	Completed	OCRA continued to refuse to represent as OCRA could not determine merit in case.
O.T.	Dissatisfied with actions taken by OCRA..	Completed	Assigned to a different staff person.