

**OFFICE OF CLIENTS' RIGHTS ADVOCACY**  
**SEMI-ANNUAL REPORT JULY 1, 2022 – DECEMBER 31, 2022**  
**CONSUMER GRIEVANCES WITH CONTRACTOR**

DATE OF RESOLUTION LETTER: 7/1/22 (1st Level)

COMPLAINANT (INITIALS): N.H.

OCRA OFFICE: FDLRC

NATURE OF COMPLAINT: Decline to represent

STATUS: Closed

OUTCOME: Provided more OCRA services

DATE OF RESOLUTION LETTER: 8/1/22 (1st Level)

COMPLAINANT (INITIALS): J.W.

OCRA OFFICE: RCOF

NATURE OF COMPLAINT: Communication with OCRA office

STATUS: Closed

OUTCOME: Agreed to communication accommodation for client

DATE OF RESOLUTION LETTER: 8/9/22 (1st Level)

COMPLAINANT (INITIALS): T.B.

OCRA OFFICE: FNRC

NATURE OF COMPLAINT: Decline to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 11/2/22 (1st Level)

COMPLAINANT (INITIALS): R.C.

OCRA OFFICE: IRC

NATURE OF COMPLAINT: OCRA case-handling

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 12/22/22 (1st Level)

COMPLAINANT (INITIALS): B.L.

OCRA OFFICE: WRC

NATURE OF COMPLAINT: Decline to represent

STATUS: Closed

OUTCOME: Upheld staff actions