

OFFICE OF CLIENTS' RIGHTS ADVOCACY
SEMI-ANNUAL REPORT
JULY 1, 2021 – DECEMBER 31, 2021

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 7/23/21 (1st Level)
COMPLAINANT (INITIALS): L.K.
NATURE OF COMPLAINT: Outcome of OCRA services
STATUS: Closed
OUTCOME: Upheld provision of services and offered suggestion

DATE OF RESOLUTION LETTER: 11/16/21 (1st Level)
COMPLAINANT (INITIALS): P.S.
NATURE OF COMPLAINT: Failure to represent
STATUS: Closed
OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 12/27/21 (1st Level)
COMPLAINANT (INITIALS): M.L.
NATURE OF COMPLAINT: OCRA case handling
STATUS: Closed
OUTCOME: Upheld staff actions