

**OFFICE OF CLIENTS' RIGHTS ADVOCACY  
SEMI-ANNUAL REPORT**

**JULY 1, 2023 – DECEMBER 31, 2023**

**CONSUMER GRIEVANCES WITH CONTRACTOR**

DATE OF RESOLUTION LETTER: 8/15/23 (1st Level)

COMPLAINANT (INITIALS): L.C.

OCRA OFFICE: IRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 9/11/23 (1st Level)

COMPLAINANT (INITIALS): H.J.

OCRA OFFICE: FNRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 9/20/23 (1st Level)

COMPLAINANT (INITIALS): M.T.

OCRA OFFICE: NBRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 10/10/23 (1st Level)

COMPLAINANT (INITIALS): D.F.

OCRA OFFICE: RCEB

NATURE OF COMPLAINT: OCRA case-handling

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 10/20/23 (1st Level)

COMPLAINANT (INITIALS): A.G.

OCRA OFFICE: ACRC

NATURE OF COMPLAINT: OCRA case-handling

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 10/23/23 (1st Level)

COMPLAINANT (INITIALS): D.L.

OCRA OFFICE: KRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: OCRA continued to evaluate the case