

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

JULY 1, 2024 – DECEMBER 31, 2024

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 8/2/24 (1st level)

COMPLAINANT (INITIALS): L.G.

RC CATCHMENT AREA: HRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Provided more services

DATE OF RESOLUTION LETTER: 10/25/24 (1st level)

COMPLAINANT (INITIALS): S.K.

RC CATCHMENT AREA: ACRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 12/6/24 (1st Level)

COMPLAINANT (INITIALS): S.S.

RC CATCHMENT AREA: NLACRC

NATURE OF COMPLAINT: Communication complaint

STATUS: Closed

OUTCOME: Office agreed to communicate more frequently

DATE OF RESOLUTION LETTER: 12/10/24 (1st Level)

COMPLAINANT (INITIALS): J.G.

RC CATCHMENT AREA: NLACRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Offered more services

DATE OF RESOLUTION LETTER: 12/17/24 (1st Level)

COMPLAINANT (INITIALS): M.M.

RC CATCHMENT AREA: VMRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 1/2/25 (1st Level)

COMPLAINANT (INITIALS): G.H.

RC CATCHMENT AREA: RCRC

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions