

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

JULY 1, 2014 – DECEMBER 31, 2014

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 7/18/14 (2nd Level)
COMPLAINT (INITIALS): C.M.S.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 7/25/14 (1st Level)
COMPLAINT (INITIALS): M.G.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 8/14/14 (1st Level)
COMPLAINT (INITIALS): J.M.Z.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Provided Additional Information

DATE OF RESOLUTION LETTER: 10/23/14 (1st Level)
COMPLAINT (INITIALS): E.G.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Provided Additional Services

DATE OF RESOLUTION LETTER: 10/29/14 (1st Level)
COMPLAINT (INITIALS):N.B.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 11/8/14 (1st Level)
COMPLAINT (INITIALS):C.J.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Upheld Staff Actions