

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

JULY 1, 2016 – DECEMBER 31, 2016

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 8/9/16 (1st Level)
COMPLAINT (INITIALS): S.S.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 10/10/16 (1st Level)
COMPLAINT (INITIALS): J.Z.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 11/30/16 (2nd Level)
COMPLAINT (INITIALS): J.Z.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Closed
OUTCOME: Upheld Staff Actions

DATE OF RESOLUTION LETTER: 12/12/16 (3rd Level)
COMPLAINT (INITIALS): J.Z.
NATURE OF COMPLAINT: Failure to Represent
STATUS: Open – DDS investigating
OUTCOME: N/A