OFFICE OF CLIENTS’ RIGHTS ADVOCACY

SEMI-ANNUAL REPORT

JULY 1, 2020 – DECEMBER 31, 2020

# CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 7/24/20 (2nd Level)

COMPLAINANT (INITIALS): S.R.

NATURE OF COMPLAINT: Failure to represent family member

STATUS: Closed

OUTCOME: Upheld staff actions; offered help to regional center consumer

DATE OF RESOLUTION LETTER: 7/24/20 (2nd Level)

COMPLAINANT (INITIALS): J.B.

NATURE OF COMPLAINT: Disagree with legal interpretation; failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 8/19/20 (1st Level)

COMPLAINANT (INITIALS): C.G.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 9/17/20 (2nd Level)

COMPLAINANT (INITIALS): C.G.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 11/9/20 (1st Level)

COMPLAINANT (INITIALS): A.G.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions and provided additional information

DATE OF RESOLUTION LETTER: 12/30/20 (1st Level)

COMPLAINANT (INITIALS): M.B.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions and provided additional information