

**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