

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

JULY 1, 2015 – DECEMBER 31, 2015

CONSUMER GRIEVANCES WITH CONTRACTOR

DATE OF RESOLUTION LETTER: 11/18/15 (1st level)

COMPLAINT (INITIALS): S.B.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions

DATE OF RESOLUTION LETTER: 12/5/15 (1st level)

COMPLAINT (INITIALS): J.G.

NATURE OF COMPLAINT: Failure to represent

STATUS: Closed

OUTCOME: Upheld staff actions