

COMPLAINT DISPOSITION SUMMARY September 18, 2014

	<u>YTD September 2014</u>	<u>YTD September 2013</u>	<u>2013</u>	<u>2012</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>
Complaints Received	26	51	60	70	73	130	129
Complaint Dispositions	40	76	89	79	67	83	123
Disposition Breakdown							
No Action/Dismissed	27	43	47	20	69	34	30
Letter of Counsel*	4	14	14	37	5	19	21
Letter of Warning*	1	3	5	6	1	5	4
Private Reprimand*	1	1	4	5	13	2	23
Public Actions*:							
Reprimand	3	0	0	2	2	4	7
Suspension	0	0	0	9	4	2	39
Revocation	0	1	3	7	7	4	27
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	2	2	6	9	14	5	62
Administrative Fine**	9	16	22	29	20	3	63
Follow-Up Actions							
Non-Compliance Suspensions	0	1	1	2	1	2	0

* Disciplinary Actions May Involve Multiple Complaints in One Settlement Order

** Included in Private Reprimands and Public Disciplinary Actions