

COMPLAINT DISPOSITION SUMMARY September 19, 2013

	<u>YTD September 2013</u>	<u>YTD September 2012</u>	<u>2012</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>
Complaints Received	51	52	70	73	130	129	128
Complaint Dispositions	<u>76</u>	<u>79</u>	<u>79</u>	<u>67</u>	<u>83</u>	<u>123</u>	<u>118</u>
Disposition Breakdown							
No Action/Dismissed	43	20	20	69	34	30	42
Letter of Counsel*	14	29	37	5	19	21	24
Letter of Warning*	3	6	6	1	5	4	6
Private Reprimand*	1	4	5	13	2	23	17
Public Actions*:							
Reprimand	0	2	2	2	4	7	18
Suspension	0	4	9	4	2	39	1
Revocation	1	7	7	7	4	27	32
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	2	9	9	14	5	62	29
Administrative Fine**	16	22	29	20	3	63	31
Follow-Up Actions							
Non-Compliance Suspensions	1	2	2	1	2	0	0

* **Disciplinary Actions May Involve Multiple Complaints in One Settlement Order**

** **Included in Private Reprimands and Public Disciplinary Actions**