

COMPLAINT DISPOSITION SUMMARY May 17, 2012

	<u>YTD May 2012</u>	<u>YTD May 2011</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>
Complaints Received	19	22	73	130	129	128	99
Complaint Dispositions	<u>52</u>	<u>57</u>	<u>67</u>	<u>83</u>	<u>123</u>	<u>118</u>	<u>138</u>
Disposition Breakdown							
No Action/Dismissed	10	45	69	34	30	42	37
Letter of Counsel*	25	4	5	19	21	24	12
Letter of Warning*	1	0	1	5	4	6	23
Private Reprimand*	4	6	13	2	23	17	3
Public Actions*:							
Reprimand	2	1	2	4	7	18	1
Suspension	3	1	4	2	39	1	1
Revocation	7	5	7	4	27	32	3
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	7	7	14	5	62	29	8
Administrative Fine**	13	5	20	3	63	31	8
Follow-Up Actions							
Non-Compliance Suspensions	0	0	1	2	0	0	13

* Disciplinary Actions May Involve Multiple Complaints in One Settlement Order

** Included in Private Reprimands and Public Disciplinary Actions