

COMPLAINT DISPOSITION SUMMARY September 15, 2016

	September 2016	YTD September 2015	2015	2014	2013	2012	2011
Complaints Received	28	30	37	30	60	70	73
Complaint Dispositions	19	20	29	50	89	79	67
Disposition Breakdown							
No Action/Dismissed	8	7	19	31	47	20	69
Letter of Counsel*	5	4	5	7	14	37	5
Letter of Warning*	1	0	1	1	5	6	1
Private Reprimand*	0	4	5	2	4	5	13
Public Actions*:							
Reprimand	0	1	1	6	0	2	2
Suspension	0	1	1	1	0	9	4
Revocation	3	0	0	0	3	7	7
License Downgrade	1	0	0	0	0	0	0
Remedial Education**	1	6	2	4	6	9	14
Administrative Fine**	2	9	3	15	22	29	20
Follow-Up Actions							
Non-Compliance Suspensions	0	1	1	0	1	2	1

* Disciplinary Actions May Involve Multiple Complaints in One Settlement Order

** Included in Private Reprimands and Public Disciplinary Actions