

**COMPLAINT DISPOSITION SUMMARY January 19, 2012**

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