

COMPLAINT DISPOSITION SUMMARY November 20, 2014

	<u>YTD November 2014</u>	<u>YTD November 2013</u>	<u>2013</u>	<u>2012</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>
Complaints Received	30	60	60	70	73	130	129
Complaint Dispositions	50	89	89	79	67	83	123
Disposition Breakdown							
No Action/Dismissed	31	47	47	20	69	34	30
Letter of Counsel*	7	14	14	37	5	19	21
Letter of Warning*	1	5	5	6	1	5	4
Private Reprimand*	2	4	4	5	13	2	23
Public Actions*:							
Reprimand	6	0	0	2	2	4	7
Suspension	1	0	0	9	4	2	39
Revocation	0	3	3	7	7	4	27
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	4	6	6	9	14	5	62
Administrative Fine**	15	22	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