

COMPLAINT DISPOSITION SUMMARY March 15, 2012

	<u>YTD March 2012</u>	<u>YTD March 2011</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>
Complaints Received	8	8	73	130	129	128	99
Complaint Dispositions	<u>10</u>	<u>53</u>	<u>67</u>	<u>83</u>	<u>123</u>	<u>118</u>	<u>138</u>
Disposition Breakdown	0						
No Action/Dismissed	3	44	69	34	30	42	37
Letter of Counsel*	2	1	5	19	21	24	12
Letter of Warning*	1	0	1	5	4	6	23
Private Reprimand*	3	6	13	2	23	17	3
Public Actions*:							
Reprimand	0	1	2	4	7	18	1
Suspension	3	1	4	2	39	1	1
Revocation	0	5	7	4	27	32	3
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	3	7	14	5	62	29	8
Administrative Fine**	4	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