

**COMPLAINT DISPOSITION SUMMARY July 18, 2013**

	<u>YTD July 2013</u>	<u>YTD July 2012</u>	<u>2012</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>
<b>Complaints Received</b>	41	34	70	73	130	129	128
<b>Complaint Dispositions</b>	<u>65</u>	<u>64</u>	<u>79</u>	<u>67</u>	<u>83</u>	<u>123</u>	<u>118</u>
<b>Disposition Breakdown</b>							
No Action/Dismissed	37	16	20	69	34	30	42
Letter of Counsel*	13	27	37	5	19	21	24
Letter of Warning*	0	2	6	1	5	4	6
Private Reprimand*	1	4	5	13	2	23	17
Public Actions*:							
Reprimand	0	1	2	2	4	7	18
Suspension	0	3	9	4	2	39	1
Revocation	1	7	7	7	4	27	32
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	1	8	9	14	5	62	29
Administrative Fine**	12	16	29	20	3	63	31
<b>Follow-Up Actions</b>							
Non-Compliance Suspensions	1	1	2	1	2	0	0

\* **Disciplinary Actions May Involve Multiple Complaints in One Settlement Order**  
\*\* **Included in Private Reprimands and Public Disciplinary Actions**