

COMPLAINT DISPOSITION SUMMARY March 20, 2014

	<u>YTD March 2014</u>	<u>YTD March 2013</u>	<u>2013</u>	<u>2012</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>
Complaints Received	14	20	60	70	73	130	129
Complaint Dispositions	<u>17</u>	<u>33</u>	<u>89</u>	<u>79</u>	<u>67</u>	<u>83</u>	<u>123</u>
Disposition Breakdown							
No Action/Dismissed	11	24	47	20	69	34	30
Letter of Counsel*	2	3	14	37	5	19	21
Letter of Warning*	1	0	5	6	1	5	4
Private Reprimand*	0	1	4	5	13	2	23
Public Actions*:							
Reprimand	3	0	0	2	2	4	7
Suspension	0	0	0	9	4	2	39
Revocation	0	1	3	7	7	4	27
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	0	1	6	9	14	5	62
Administrative Fine**	4	5	22	29	20	3	63
Follow-Up Actions							
Non-Compliance Suspensions	0	0	1	2	1	2	0

* **Disciplinary Actions May Involve Multiple Complaints in One Settlement Order**

** **Included in Private Reprimands and Public Disciplinary Actions**