

	January 1, 2016 – August 9, 2016
Number of Complaints Received	184
Number of Open Complaints	139
Number of Notices of Violation	0
Number of Hearings Held	-
Number of Complaints Closed	175
Number of Complaints Resolved Through Settlement	124
Number of Complaints Not Substantiated	20
Number of Complaints “Administratively Closed”	31
Average Time to Resolve Complaints (days)	115
Amount of Fines Assessed	\$764,610.71
Amount of Restitution to Employees	\$1,426,673.34
Number of Employees Receiving Restitution	4,910

