

	January 1, 2016 – September 13, 2016
Number of Complaints Received	221
Number of Open Complaints	140
Number of Notices of Violation	2
Number of Hearings Held	-
Number of Complaints Closed	205
Number of Complaints Resolved Through Settlement	141
Number of Complaints Not Substantiated	21
Number of Complaints “Administratively Closed”	43
Average Time to Resolve Complaints (days)	121
Amount of Fines Assessed	\$848,610.71
Amount of Restitution to Employees	\$1,687,019.82
Number of Employees Receiving Restitution	5,355

**Alleged Nature of Complaints Received,  
January 1, 2016 through September 13, 2016**

