

	January 1, 2016 – December 2, 2016
Number of Complaints Received	288
Number of Open Complaints	183
Number of Notices of Violation	7
Number of Hearings Held	-
Number of Complaints Closed	233
Number of Complaints Resolved Through Settlement	154
Number of Complaints Not Substantiated	21
Number of Complaints “Administratively Closed”	58
Average Time to Resolve Complaints (days)	127
Amount of Fines Assessed	\$940,260.71
Amount of Restitution to Employees	\$1,901,359.04
Number of Employees Receiving Restitution	5,528

**Alleged Nature of Complaints Received,
January 1, 2016 through December 2, 2016**

