

January 1, 2017 – December 31, 2017	
Number of Complaints Received	346
Number of Open Complaints	216
Number of Notices of Violation	47
Number of Hearings Held	3
Number of Complaints Closed	314
Number of Complaints Resolved Through Settlement	231
Number of Complaints Not Substantiated	14
Number of Complaints “Administratively Closed”	69
Average Time to Resolve Complaints (days)	229
Amount of Fines Assessed	\$491,572.45
Amount of Restitution to Employees	\$2,046,190.62
Number of Employees Receiving Restitution	6,167

