

| April 1, 2014 – March 11, 2016 | |
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| Number of Complaints Received | 824 |
| Number of Open Complaints | 144 |
| Number of On-Site Investigations | 79 |
| Number of Notices of Violation | 15 |
| Number of Hearings Held | - |
| Number of Complaints Closed | 680 |
| Number of Complaints Resolved Through Settlement | 450 |
| Number of Complaints Not Substantiated | 54 |
| Number of Complaints Administratively Closed | 176 |
| Average Time to Resolve Complaints (days) | 76 |
| Average Time to Resolve Complaints through Expedited Settlement Process (days) | 33 |
| Amount of Fines Assessed | \$642,733.66 |
| Amount of Restitution to Employees | \$1,037,862.36 |
| Number of Employees Receiving Restitution | 9,573 |

