

April 1, 2014 – April 10, 2017	
Number of Complaints Received	1,177
Number of Open Complaints	237
Number of Notices of Violation	33
Number of Hearings Held	-
Number of Complaints Closed	940
Number of Complaints Resolved Through Settlement	626
Number of Complaints Not Substantiated	75
Number of Complaints “Administratively Closed”	239
Average Time to Resolve Complaints (days)	91
Amount of Fines Assessed	\$1,651,705.66
Amount of Restitution to Employees	\$3,295,071.63
Number of Employees Receiving Restitution	15,852

