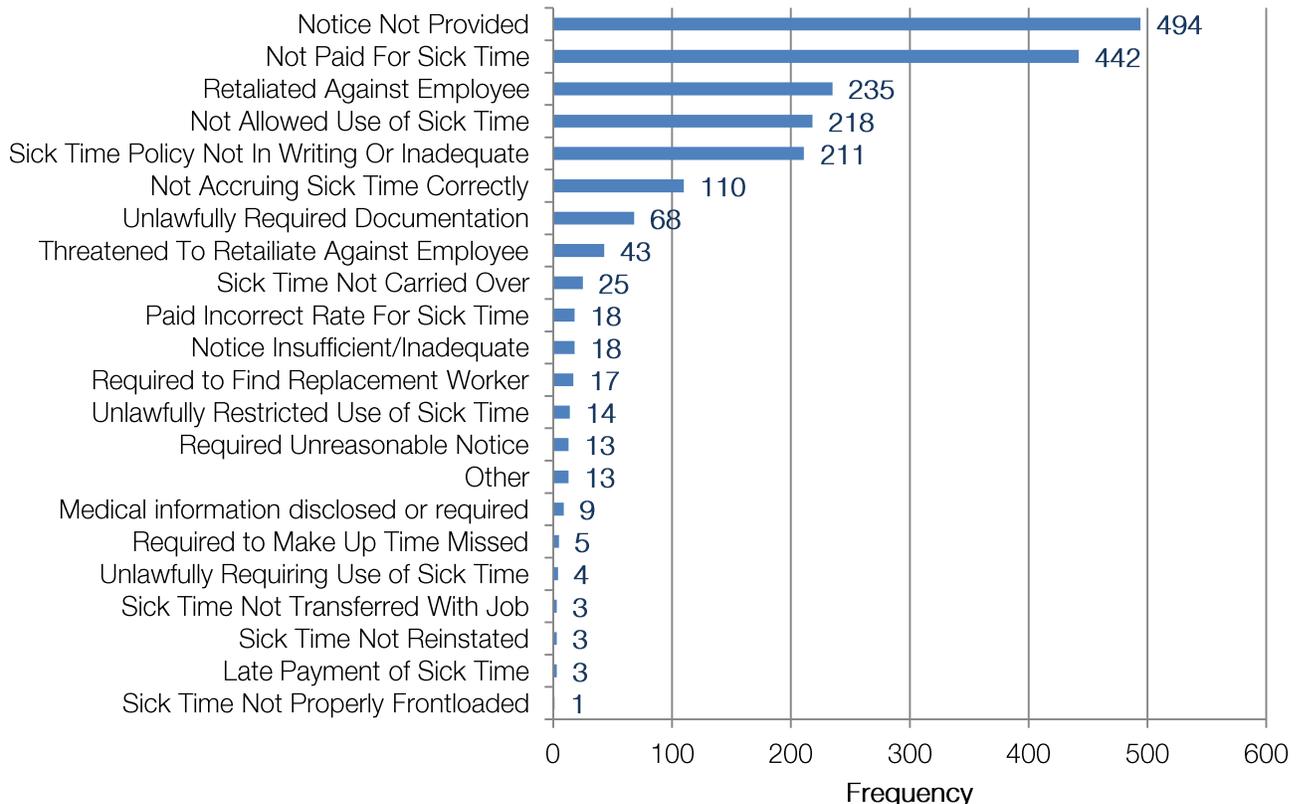


April 1, 2014 – April 18, 2016	
Number of Complaints Received	853
Number of Open Complaints	143
Number of On-Site Investigations	79
Number of Notices of Violation	15
Number of Hearings Held	-
Number of Complaints Closed	710
Number of Complaints Resolved Through Settlement	477
Number of Complaints Not Substantiated	56
Number of Complaints Administratively Closed	177
Average Time to Resolve Complaints (days)	77
Average Time to Resolve Complaints through Expedited Settlement Process (days)	33
Amount of Fines Assessed	\$917,523.78
Amount of Restitution to Employees	\$1,557,924.99
Number of Employees Receiving Restitution	12,173

### Alleged Nature of Complaints Received, April 1, 2014 through April 18th, 2016



Note: some complaints may fall into more than one category