

|  | April 1, 2014 – September 13, 2016 |
|--|------------------------------------|
| Number of Complaints Received                    | 973                                |
| Number of Open Complaints                        | 140                                |
| Number of Notices of Violation                   | 17                                 |
| Number of Hearings Held                          | -                                  |
| Number of Complaints Closed                      | 826                                |
| Number of Complaints Resolved Through Settlement | 549                                |
| Number of Complaints Not Substantiated           | 69                                 |
| Number of Complaints “Administratively Closed”   | 208                                |
| Average Time to Resolve Complaints (days)        | 83                                 |
| Amount of Fines Assessed                         | \$1,386,062.45                     |
| Amount of Restitution to Employees               | \$2,526,056.28                     |
| Number of Employees Receiving Restitution        | 14,453                             |

