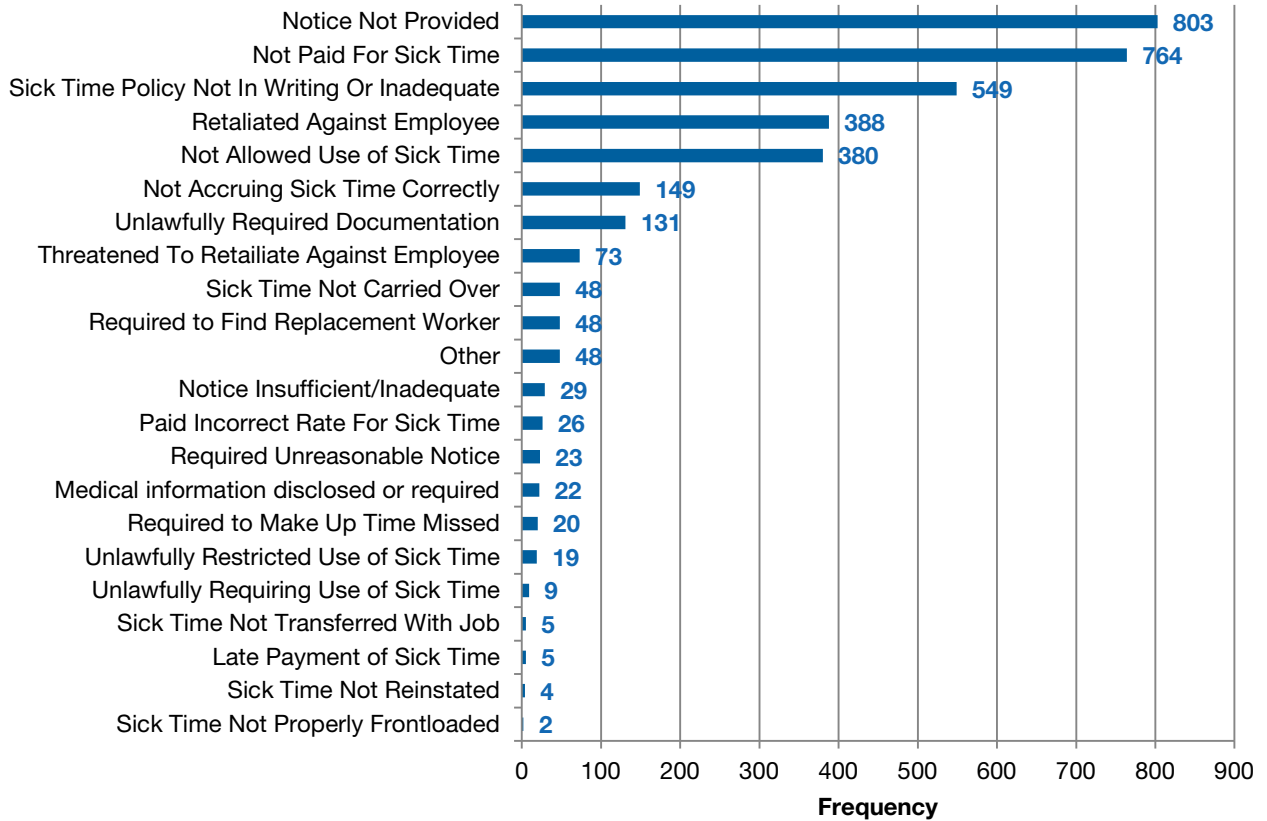


April 1, 2014 – December 31, 2017	
Number of Complaints Received	1,392
Number of Open Complaints	216
Number of Notices of Violation	80
Number of Hearings Held	4
Number of Complaints Closed	1,173
Number of Complaints Resolved Through Settlement	795
Number of Complaints Not Substantiated	86
Number of Complaints “Administratively Closed”	292
Average Time to Resolve Complaints (days)	110
Amount of Fines Assessed	\$ 1,985,034.90
Amount of Restitution to Employees	\$ 4,800,202.12
Number of Employees Receiving Restitution	21,220

Alleged Nature of Complaints Received, April 1, 2014 through December 31, 2017



Note: Some complaints may fall into more than one category