

	January 1, 2015 – December 31, 2015
Number of Complaints Received	398
Number of Open Complaints	131
Number of Notices of Violation	10
Number of Hearings Held	-
Number of Complaints Closed	526
Number of Complaints Resolved Through Settlement	334
Number of Complaints Not Substantiated	45
Number of Complaints “Administratively Closed”	147
Average Time to Resolve Complaints (days)	91
Amount of Fines Assessed (\$)	\$537,451.74
Amount of Restitution to Employees (\$)	\$837,663.70
Number of Employees Receiving Restitution	9,094

