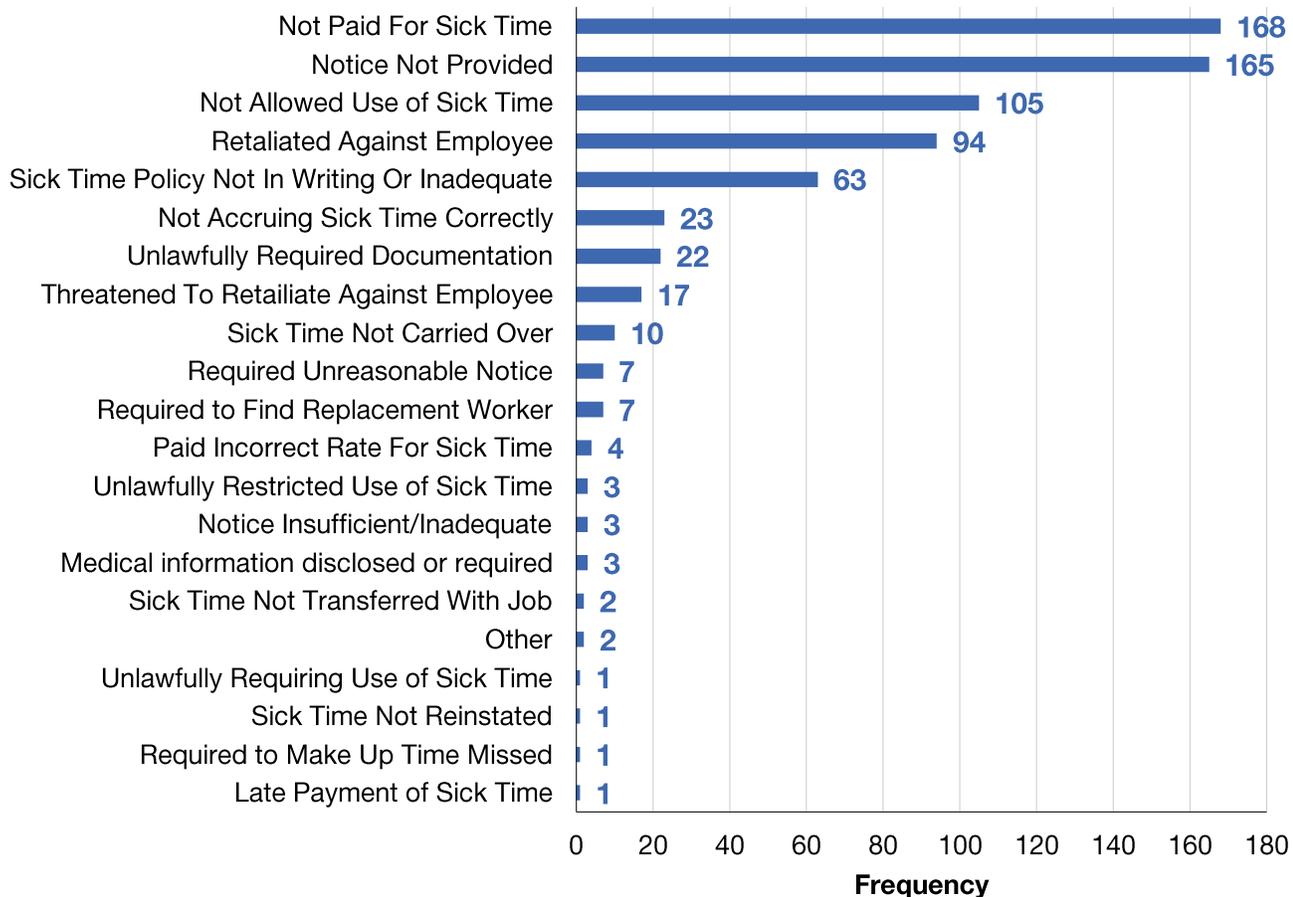


	January 1, 2015 – November 30, 2015
Number of Complaints Received	368
Number of Open Complaints	138
Number of On-Site Investigations	45
Number of Notices of Violation	10
Number of Hearings Held	0
Number of Complaints Closed	489
Number of Complaints Resolved Through Settlement	307
Number of Complaints Not Substantiated	42
Number of Complaints “Administratively Closed”	140
Average Time to Resolve Complaints (days)	87
Average Time to Resolve Complaints through Settlement (days)	34
Amount of Fines Assessed (\$)	\$395,501.56
Amount of Restitution to Employees (\$)	\$657,155.64
Number of Employees Receiving Restitution	8,074

**Alleged Nature of Complaints Received,  
January 1, 2015 through November 30, 2015**



*Note: Some complaints may fall into more than one category.*