

| | January 1, 2016 – December 31, 2016 |
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| Number of Complaints Received | 299 |
| Number of Open Complaints | 187 |
| Number of Notices of Violation | 16 |
| Number of Hearings Held | 1 |
| Number of Complaints Closed | 241 |
| Number of Complaints Resolved Through Settlement | 162 |
| Number of Complaints Not Substantiated | 21 |
| Number of Complaints “Administratively Closed” | 58 |
| Average Time to Resolve Complaints (days) | 134 |
| Amount of Fines Assessed | \$953,010.71 |
| Amount of Restitution to Employees | \$1,914,975.04 |
| Number of Employees Receiving Restitution | 5,855 |

Alleged Nature of Complaints Received, January 1, 2016 through December 31, 2016

