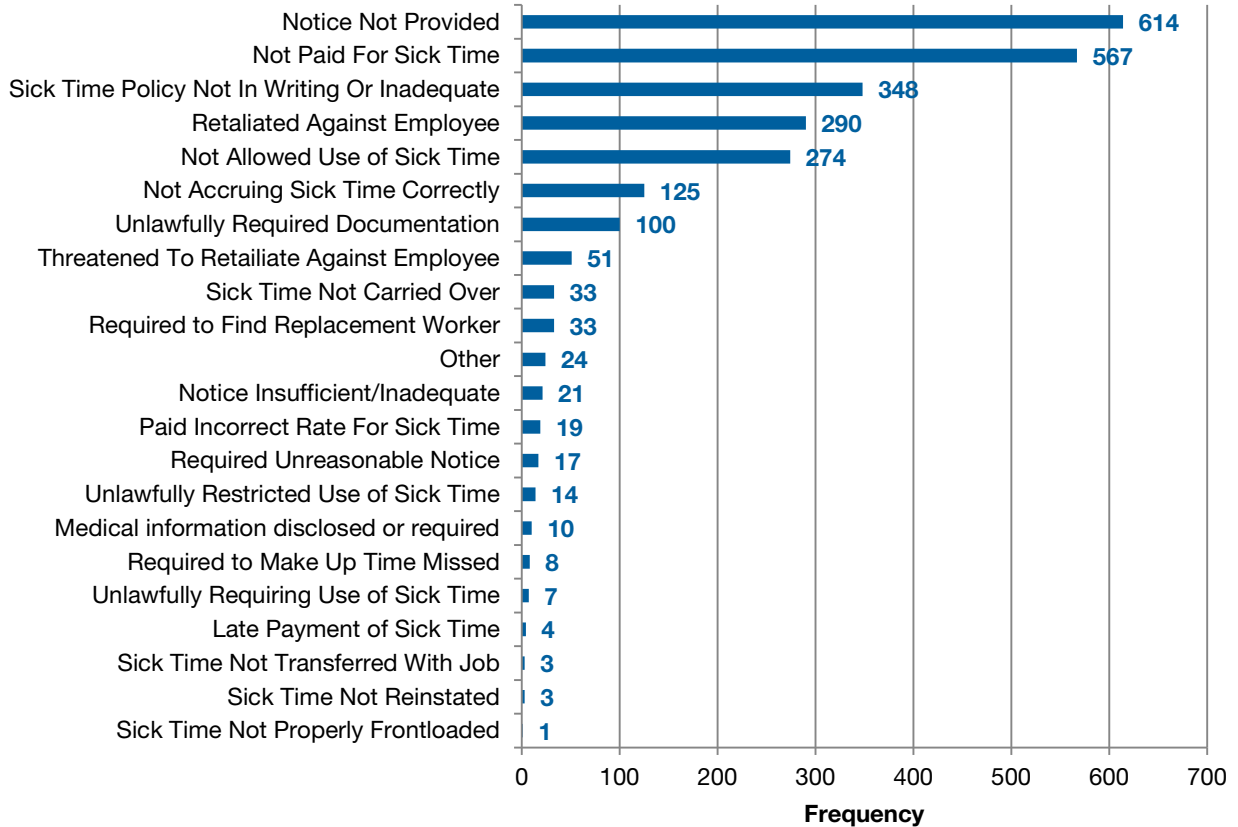


April 1, 2014 – December 31, 2016	
Number of Complaints Received	1,051
Number of Open Complaints	187
Number of Notices of Violation	31
Number of Hearings Held	1
Number of Complaints Closed	862
Number of Complaints Resolved Through Settlement	570
Number of Complaints Not Substantiated	69
Number of Complaints “Administratively Closed”	223
Average Time to Resolve Complaints (days)	86
Amount of Fines Assessed	\$1,490,462.45
Amount of Restitution to Employees	\$2,754,011.50
Number of Employees Receiving Restitution	14,953

Alleged Nature of Complaints Received, April 1, 2014 through December 31, 2016



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