Complaints Opened during FY 2016

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Complaints opened	9	14	14	22	59	
Source / Description						
General Public			1		1	
Licensee			1		1	
Other state agency		2			2	
TBPG-anonymous info	4				4	
TBPG Compliance investigation	5	11	12	21	49	
TBPG-Media information					0	
TBPG-other*		1		1	2	
Other					0	
					59	59

^{*}TBPG-other includes cases opened by TBPG based on having received information indicating a violation that was not received from an anonymous source.

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Complaints opened	9	14	14	22	59	
Allegation Classification / Description						
Unlicensed practice / adv.	5	4	6	12	27	
Unethical practice		1			1	
Incompetent practice			1		1	
Licensing rules violation	4	9	7	10	30	
Criminal conviction					0	
Other					0	
					59	59

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Complaints opened	9	14	14	22	59	
Prioritization / Complexity						
1-significant harm					0	
2-less harm	9	9	14	20	52	
3-no harm-public initiated					0	
4-no harm-agency initiated		5		2	7	
					59	59

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Complaints opened	9	14	14	22	59	
Form Description (how complaint was received	red)					
Mail - Letter (USPS First class, Certified mail, private carrier, etc.)					0	
E-mail					0	
FAX					0	
Walk-in			2		2	
Other	9	14	12	22	57	
					59	59

Complaints closed in FY 2016

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Complaints closed	12	11	10	21	54	
Source / Description						
General Public	1		1		2	
Licensee					0	
Other state agency				2	2	
TBPG-anonymous info	1	4			5	
TBPG Compliance investigation	10	7	9	18	44	
TBPG-Media information					0	
TBPG-other				1	1	
Other					0	
					54	54

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Complaints closed	12	11	10	21	54	
Violation Classification / Description						
Unlicensed practice / adv.	8	5	7	12	32	
Unethical practice			1	1	2	
Incompetent practice					0	
Licensing rules violation	4	6	2	8	20	
Criminal conviction					0	
Other					0	
					54	54

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Complaints closed	12	11	10	21	54	
Prioritization / Complexity						
1-significant harm					0	
2-less harm	12	11	10	15	48	
3-no harm-public initiated					0	
4-no harm-agency initiated				6	6	
					54	54

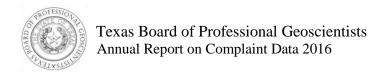
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Complaints closed	12	11	10	21	54	
How closed / Disposition						
Non-jurisdictional	1			1	2	
Unfounded	2	1	1	1	5	
Unsubstantiated			1		1	
Violation-disc. action not warranted					0	
Violation-advisement	8	3	7	13	31	
Other					0	
Subtotal-no disc. Action					39	39
Violation-disciplinary action (licensed)		5	1	5	11	
Violation-disciplinary action (unlicensed)	1	2		1	4	
Subtotal-disc. Action					15	15
Total all closed					54	54

Complaints closed-disciplinary action	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total*
Licensed	0	5	1	5	11	
Disciplinary action taken (cases)					0	
Refuse to issue / renew a license					0	
Pemanently revoke					0	
Suspend up to three years					0	
Private reprimand					0	
Public reprimand		5	1	1	7	
Limitations, conditions, restrictions					0	
Peer review program					0	
Remedial education		3	1	2	6	
Probation					0	
Restitution					0	
Administrative Penalty		5	1	4	10	
Cease and Desist					0	
					23	23

^{*} Because a complaint may be closed with more than one type of disciplinary action, the number of disciplinary actions taken will typically be greater than the total number of complaints closed.

Complaints closed-disciplinary action	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total*
Unlicensed	1	2	0	1	4	
Disciplinary action taken (cases)						
Administrative Penalty	1	2		1	4	
Cease and Desist	1	2		0	3	
					7	7

^{*} Because a complaint may be closed with more than one type of disciplinary action, the number of disciplinary actions taken will typically be greater than the total number of complaints closed.



Complaint cases open at end of fiscal year 2016

	Prior FYs	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subtotal	Total
Open Complaints on 8/31/16	21	1	2	7	13	44	
Allegation Classification							
Unlicensed practice / adv.	4				3	7	
Unethical practice						0	
Incompetent practice				1		1	
Licensing rules violation	17	1	2	6	10	36	
Criminal conviction						0	
Other						0	
						44	44