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Annual Statistical Report

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**COMPLAINTS RECEIVED
FY 2018/19**

LICENSEE COMPLAINT (LIC)

Subsequent Arrest Notification Complaints	884
Construction Industry Complaints	662
Special Investigation Complaints	7
District Complaints (Registrar)	176
Government Complaints	116
Public Consumer Complaints	12,507
Sweep Compliance Complaints	132
Total:	14,484

NON-LICENSEE COMPLAINT

Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	50
Special Investigation Complaints	1
District Complaints (Registrar)	386
Government Complaints	76
Public Consumer Complaints	4,468
Sweep Compliance Complaints	66
Total:	5,047

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	777
Total:	777

HOME IMPROVEMENT SALESMAN

Subsequent Arrest Notification Complaints	151
Construction Industry Complaints	0
District Complaints (Registrar)	3
Public Consumer Complaints	12
Total:	166

TOTAL COMPLAINTS RECEIVED: 20,474

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2018/19**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	0
CLOSURE RECOMMENDED FOR CITATION	0
CLOSURE FOR INSUFFICIENT EVIDENCE	2,602
CLOSURE FOR NO JURISDICTION	338
CLOSURE FOR NO VIOLATION	45
CLOSURE FOR SETTLED IN INVESTIGATION	3
CLOSURE FOR LICENSE ALREADY REVOKED	91
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	2,822
CLOSURE FOR MINOR VIOLATION-WARNING	637
CLOSURE FOR NO FURTHER ACTION	1,194
Total, Licensee Complaint:	7,732

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	686
CLOSURE 7028 NO JURISDICTION	163
CLOSURE 7028 NO FURTHER ACTION	143
CLOSURE NO FURTHER ACTION-WARNING	414
CLOSURE REFER TO NON-LICENSEE CITATION	0
Total, Non-Licensee Complaint:	1,406

HOME IMPROVEMENT SALESMAN

CLOSURE FOR INSUFFICIENT EVIDENCE	2
CLOSURE FOR SETTLED IN SCREENING	1
CLOSURE FOR MINOR VIOLATION-WARNING	1
Total, Home Improvement Salesman Complaint:	4

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 9,142

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2018/19**

LICENSEE COMPLAINT	8,224
NON-LICENSEE COMPLAINT	4,183
APP INVESTIGATION (HIS, APP, OR LIC)	856
HOME IMPROVEMENT SALESMAN (HIS)	178
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	13,441

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2018/19

<u>LICENSEE COMPLAINT (LIC)</u>	
CLOSURE RECOMMENDED FOR ACCUSATION	623
CLOSURE RECOMMENDED FOR CITATION	989
CLOSURE REFERRED TO PROSECUTOR	263
CLOSURE FOR INSUFFICIENT EVIDENCE	1,117
CLOSURE FOR NO JURISDICTION	61
CLOSURE FOR NO VIOLATION	136
CLOSURE FOR SETTLED IN INVESTIGATION	644
CLOSURE FOR LICENSE ALREADY REVOKED	281
CLOSURE SENT VOLUNTARY ARBITRATION	97
CLOSURE SENT MANDATORY ARBITRATION	690
CLOSURE FOR MINOR VIOLATION-WARNING	1,768
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	188
CLOSURE FOR NO FURTHER ACTION	834
Total:	7,691

<u>NON-LICENSEE COMPLAINT</u>	
CLOSURE 7028 REFER TO PROSECUTOR	1,410
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,166
CLOSURE 7028 NO JURISDICTION	39
CLOSURE LACK OF RESOURCES TO RESPOND	72
CLOSURE 7028 NO FURTHER ACTION	216
CLOSURE NO FURTHER ACTION-WARNING	186
CLOSURE REFER TO NON-LICENSEE CITATION	783
Total:	3,872

<u>APPLICATION INVESTIGATION (HIS, APP, OR LIC)</u>	
CLOSURE APPLICATION WITHDRAWN	182
CLOSURE APPLICATION VERIFIED	279
CLOSURE NO FURTHER ACTION	20
CLOSURE 485B DENIAL	229
CLOSURE 7073E - PROBATIONARY LICENSE	63
Total:	773

<u>HOME IMPROVEMENT SALESMAN</u>	
CLOSURE RECOMMENDED FOR ACCUSATION	15
CLOSURE RECOMMENDED FOR ACCUSATION & INJUNCTION	1
CLOSURE RECOMMENDED FOR CITATION	29
CLOSURE REFERRED TO PROSECUTOR	1
CLOSURE FOR INSUFFICIENT EVIDENCE	6
CLOSURE FOR LICENSE ALREADY REVOKED	1
CLOSURE FOR MINOR VIOLATION-WARNING	111
CLOSURE FOR NO FURTHER ACTION	2
Total:	166

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 12,502

**NUMBER OF COMPLAINTS CLOSED PER CONSUMER SERVICES REPRESENTATIVE
AND ENFORCEMENT REPRESENTATIVE**

FY 2018/19

Average Number of Complaints Closed Per Consumer Services
Representative Per Month 24.3

Average Number of Complaints Closed Per Enforcement
Representative Per Month 10.1

COMPLAINTS PENDING AT THE END OF FY 2018/19

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	22	0.5%
July - September	98	2.0%
October - December	443	9.2%
January - March	917	19.1%
April - June	2,318	48.2%
Licensee Complaint (LIC) Total	3,798	79.0%
NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	2	<0.1%
July - September	15	0.3%
October - December	49	1.0%
January - March	163	3.4%
April - June	581	12.1%
Non-Licensee Complaint Total	810	16.9%
APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	59	0.0%
July - September	0	0.0%
October - December	1	0.0%
January - March	2	0.0%
April - June	115	2.4%
App Investigation (HIS, APP, or Lic)	177	3.7%
HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	0	0.0%
July - September	1	0.0%
October - December	1	0.0%
January - March	1	0.0%
April - June	19	<0.1%
Home Improvement Salesman Total	22	0.5%
TOTAL COMPLAINTS PENDING:	4,807	100%

LICENSEE CITATIONS FOR FY 2018/19

ORDER OF CORRECTION AND FINE	1,046
VACATED	1
WITHDRAWN	32
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	1,079

NON-LICENSEE CITATIONS FOR FY 2018/19

ORDER OF CORRECTION AND FINE	806
VACATED	0
WITHDRAWN	10
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	816

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2018/19**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	54
HOME IMPROVEMENT SALESMAN	13
LICENSEE COMPLAINT	564
NON-LICENSEE COMPLAINT	0
TOTAL:	631

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	1
LICENSEE COMPLAINT	263
NON-LICENSEE COMPLAINT	1,410
TOTAL:	1,674

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2018/19.

TOTAL COMPLAINTS REFERRED: 2,305

**ACTIONS TAKEN BY CSLB
FY 2018/19**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	394
RESULTING FROM ARBITRATION	96
RESULTING FROM CITATION	281
TOTAL LICENSES REVOKED:	771

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	0
RESULTING FROM ARBITRATION	126
RESULTING FROM CITATION	402
TOTAL LICENSES SUSPENDED:	528

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	66
ACCUSATIONS DISMISSED	0
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	66

Note: An individual disciplinary case can have multiple entities and multiple outcomes.

**NUMBER OF CASES CONTAINING VIOLATIONS OF SECTION 7121, 7121.5, AND
SUBDIVISION (e) OF SECTION 7159 OR SUBDIVISION (a)(5) OF SECTION 7159.5**

FY 2018/19

**FOR CITATIONS ISSUED TO LICENSEES DURING FY 2018/19,
THE NUMBER OF 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A CITATION**

7159(e) or 7159.5(a)(5)	115
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**FOR DISCIPLINARY ACTIONS TAKEN IN FY 2018/19, THE NUMBER OF VIOLATIONS
RESULTING IN A CITATION OR ACCUSATION**

**NUMBER OF CITATIONS WITH 7159(e) OR 7159.5(a)(5) VIOLATIONS RESULTING IN A
SUSPENSION OR REVOCATION**

7159(e) or 7159.5(a)(5) SUSPENSIONS:	7
7159(e) or 7159.5(a)(5) REVOCATIONS:	7

**NUMBER OF ACCUSATIONS WITH 7121, 7121.5, 7159(e), OR 7159.5(a)(5) VIOLATIONS
RESULTING IN A SUSPENSION OR REVOCATION**

7121	8
7121.5	5
7159(e) or 7159.5(a)(5)	60

Note: Violations of B&P Code Section 7159.5(a)(5) are included as a result of a 2006 amendment to Chapter 744, Statutes of 2002 (SB 1953).

**COST RECOVERY ORDERED AND PAID
FY 2018/19**

COST RECOVERY ORDERED	\$1,677,735
COST RECOVERY PAID	\$519,054

**AVERAGE NUMBER OF DAYS FROM COMPLAINT FILING TO CLOSURE BY
INTAKE/MEDIATION PRIOR TO REFERRAL FOR AN INVESTIGATION**

FY 2018/19

LICENSEE COMPLAINT (LIC)	39.4
NON-LICENSEE COMPLAINT	29.6
HOME IMPROVEMENT SALESMAN (HIS)	31.3
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	37.9

**AVERAGE NUMBER OF DAYS FROM REFERRAL OF A COMPLAINT FOR
INVESTIGATION TO CLOSURE BY INVESTIGATION CENTER**

FY 2018/19

LICENSEE COMPLAINT (LIC)	139.1
NON-LICENSEE COMPLAINT	79.4
HOME IMPROVEMENT SALESMAN (HIS)	59.1
APP INVESTIGATION (HIS, APP, or LIC)	73.1
TOTAL:	115.4

**AVERAGE NUMBER OF DAYS FROM THE FILING OF A COMPLAINT TO THE
REFERRAL OF THE COMPLETED INVESTIGATION TO THE ATTORNEY GENERAL**

FY 2018/19

AVERAGE NUMBER OF DAYS: 321.4

**AVERAGE NUMBER OF DAYS FROM THE REFERRAL OF THE COMPLETED
INVESTIGATION TO THE ATTORNEY GENERAL TO THE FILING OF AN ACCUSATION
BY THE ATTORNEY GENERAL**

FY 2018/19

AVERAGE NUMBER OF DAYS: 202.6

**AVERAGE NUMBER OF DAYS FROM THE FILING OF AN ACCUSATION TO THE FIRST
HEARING DATE OR DATE OF A STIPULATED SETTLEMENT**

FY 2018/19

AVERAGE NUMBER OF DAYS: 274.3

**AVERAGE NUMBER OF DAYS FROM RECEIPT OF ADMINISTRATIVE LAW JUDGE'S
PROPOSED DECISION TO THE REGISTRAR'S FINAL DECISION**

FY 2018/19

AVERAGE NUMBER OF DAYS: 14.7
