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Enforcement Annual Statistical Report

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**COMPLAINTS RECEIVED
FY 2019/20**

LICENSEE COMPLAINT (LIC)

Subsequent Arrest Notification Complaints	690
Construction Industry Complaints	596
Special Investigation Complaints	3
District Complaints (Registrar)	211
Government Complaints	92
Public Consumer Complaints	11,576
Sweep Compliance Complaints	125
Total:	13,293

NON-LICENSEE COMPLAINT

Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	42
Special Investigation Complaints	4
District Complaints (Registrar)	298
Government Complaints	14
Public Consumer Complaints	3,688
Sweep Compliance Complaints	43
Total:	4,089

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	586
Total:	586

HOME IMPROVEMENT SALESMAN

Subsequent Arrest Notification Complaints	107
Construction Industry Complaints	0
District Complaints (Registrar)	87
Public Consumer Complaints	28
Total:	222

TOTAL COMPLAINTS RECEIVED: 18,190

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2019/20**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	0
CLOSURE RECOMMENDED FOR CITATION	0
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	14
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	15
CLOSURE FOR INSUFFICIENT EVIDENCE	2,677
CLOSURE FOR NO JURISDICTION	292
CLOSURE FOR NO VIOLATION	15
CLOSURE FOR SETTLED IN INVESTIGATION	0
CLOSURE FOR LICENSE ALREADY REVOKED	88
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	2,523
CLOSURE FOR MINOR VIOLATION-WARNING	550
CLOSURE FOR NO FURTHER ACTION	1,159
Total, Licensee Complaint:	7,333

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	653
CLOSURE 7028 NO JURISDICTION	250
CLOSURE 7028 NO FURTHER ACTION	92
CLOSURE NO FURTHER ACTION-WARNING	155
CLOSURE REFER TO NON-LICENSEE CITATION	0
Total, Non-Licensee Complaint:	1,150

HOME IMPROVEMENT SALESMAN

CLOSURE FOR INSUFFICIENT EVIDENCE	2
CLOSURE FOR NO VIOLATION	34
CLOSURE FOR SETTLED IN SCREENING	2
CLOSURE FOR MINOR VIOLATION-WARNING	10
CLOSURE FOR NO FURTHER ACTION	1
Total, Home Improvement Salesman Complaint:	49

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 8,532

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2019/20**

LICENSEE COMPLAINT	6,845
NON-LICENSEE COMPLAINT	3,024
APP INVESTIGATION (HIS, APP, OR LIC)	586
HOME IMPROVEMENT SALESMAN (HIS)	145
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	10,600

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2019/20

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	340
CLOSURE RECOMMENDED FOR CITATION	766
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	34
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	408
CLOSURE REFERRED TO PROSECUTOR	202
CLOSURE FOR INSUFFICIENT EVIDENCE	1,075
CLOSURE FOR NO JURISDICTION	61
CLOSURE FOR NO VIOLATION	110
CLOSURE FOR SETTLED IN INVESTIGATION	643
CLOSURE FOR LICENSE ALREADY REVOKED	263
CLOSURE SENT VOLUNTARY ARBITRATION	117
CLOSURE SENT MANDATORY ARBITRATION	745
CLOSURE FOR SETTLED IN SCREENING	12
CLOSURE FOR MINOR VIOLATION-WARNING	1,868
CLOSURE FOR MINOR VIOLATION-NO WARNING	13
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	217
CLOSURE FOR NO FURTHER ACTION	885
Total:	7,759

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	1,005
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,105
CLOSURE 7028 NO JURISDICTION	35
CLOSURE LACK OF RESOURCES TO RESPOND	23
CLOSURE 7028 NO FURTHER ACTION	178
CLOSURE NO FURTHER ACTION-WARNING	330
CLOSURE REFER TO NON-LICENSEE CITATION	484
Total:	3,160

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE APPLICATION WITHDRAWN	147
CLOSURE APPLICATION VERIFIED	273
CLOSURE NO FURTHER ACTION	58
CLOSURE 485B DENIAL	90
CLOSURE 7073E - PROBATIONARY LICENSE	97
Total:	665

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	40
CLOSURE RECOMMENDED FOR CITATION	13
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	11
CLOSURE REFERRED TO PROSECUTOR	2
CLOSURE FOR INSUFFICIENT EVIDENCE	8
CLOSURE FOR LICENSE ALREADY REVOKED	1
CLOSURE FOR MINOR VIOLATION-WARNING	77
CLOSURE FOR NO FURTHER ACTION	4
Total:	156

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 11,740

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

FY 2019/20

Average Number of Complaints Closed Per Consumer Services Representative Per Month	23.6
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Average Number of Complaints Closed Per Enforcement Representative Per Month	9.5
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COMPLAINTS PENDING AT THE END OF FY 2019/20

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	15	0.4%
July - September	92	2.4%
October - December	441	11.3%
January - March	813	20.9%
April - June	1,583	40.6%
Licensee Complaint (LIC) Total	2,944	75.5%
NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	1	0.0%
July - September	20	0.5%
October - December	104	2.7%
January - March	245	6.3%
April - June	430	11.0%
Non-Licensee Complaint Total	800	20.5%
APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	63	1.6%
July - September	1	0.0%
October - December	4	0.1%
January - March	9	0.2%
April - June	26	0.7%
App Investigation (HIS, APP, or Lic)	103	2.6%
HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	1	0.0%
July - September	1	0.0%
October - December	3	0.1%
January - March	7	0.2%
April - June	39	1.0%
Home Improvement Salesman Total	51	1.3%
TOTAL COMPLAINTS PENDING:	3,898	100%

LICENSEE CITATIONS FOR FY 2019/20

ORDER OF CORRECTION AND FINE	777
VACATED	0
WITHDRAWN	64
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	841

NON-LICENSEE CITATIONS FOR FY 2019/20

ORDER OF CORRECTION AND FINE	485
VACATED	0
WITHDRAWN	22
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	507

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2019/20**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	31
HOME IMPROVEMENT SALESMAN	23
LICENSEE COMPLAINT	347
NON-LICENSEE COMPLAINT	0
TOTAL:	401

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	2
LICENSEE COMPLAINT	202
NON-LICENSEE COMPLAINT	1,005
TOTAL:	1,209

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2019/20.

TOTAL COMPLAINTS REFERRED: 1,610

**ACTIONS TAKEN BY CSLB
FY 2019/20**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	390
RESULTING FROM ARBITRATION	79
RESULTING FROM CITATION	242
TOTAL LICENSES REVOKED:	711

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	0
RESULTING FROM ARBITRATION	106
RESULTING FROM CITATION	336
TOTAL LICENSES SUSPENDED:	442

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	52
ACCUSATIONS DISMISSED	0
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	52

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 2019/20

**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)	132
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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:	13
7159(e) or 7159.5(a)(5) REVOCATIONS:	6

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

7121	5
7121.5	3
7159(e) or 7159.5(a)(5)	71

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 2019/20**

COST RECOVERY ORDERED	\$2,144,900
COST RECOVERY PAID	\$457,049

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

FY 2019/20

LICENSEE COMPLAINT (LIC)	44.7
NON-LICENSEE COMPLAINT	25.6
HOME IMPROVEMENT SALESMAN (HIS)	28.7
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	42.0

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

FY 2019/20

LICENSEE COMPLAINT (LIC)	136.8
NON-LICENSEE COMPLAINT	85.2
HOME IMPROVEMENT SALESMAN (HIS)	91.0
APP INVESTIGATION (HIS, APP, or LIC)	48.5
TOTAL:	117.3

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

FY 2019/20

AVERAGE NUMBER OF DAYS: 319.5

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 2019/20

AVERAGE NUMBER OF DAYS: 189.2

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

FY 2019/20

AVERAGE NUMBER OF DAYS: 292.6

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

FY 2019/20

AVERAGE NUMBER OF DAYS: 18.3
