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Enforcement Annual Statistical Report

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**COMPLAINTS RECEIVED
FY 2023/24**

<u>LICENSEE COMPLAINT (LIC)</u>	
Subsequent Arrest Notification Complaints	233
Construction Industry Complaints	302
Special Investigation Complaints	1
District Complaints (Registrar)	226
Government Complaints	79
Public Consumer Complaints	13,791
Sweep Compliance Complaints	533
Total:	15,165

<u>NON-LICENSEE COMPLAINT</u>	
Subsequent Arrest Notification Complaints	3
Construction Industry Complaints	12
Special Investigation Complaints	0
District Complaints (Registrar)	184
Government Complaints	23
Public Consumer Complaints	3,579
Sweep Compliance Complaints	168
Total:	3,969

<u>APPLICATION INVESTIGATION (HIS, APP, or LIC)</u>	
District Complaints (Registrar)	519
Total:	519

<u>HOME IMPROVEMENT SALESMAN</u>	
Subsequent Arrest Notification Complaints	38
Construction Industry Complaints	0
District Complaints (Registrar)	19
Public Consumer Complaints	36
Total:	93

TOTAL COMPLAINTS RECEIVED: 19,746

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2023/24**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	7
CLOSURE RECOMMENDED FOR CITATION	1
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	21
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	11
CLOSURE FOR INSUFFICIENT EVIDENCE	4,477
CLOSURE FOR NO JURISDICTION	445
CLOSURE FOR NO VIOLATION	7
CLOSURE FOR SETTLED IN INVESTIGATION	1
CLOSURE FOR LICENSE ALREADY REVOKED	145
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	4
CLOSURE FOR SETTLED IN SCREENING	2,067
CLOSURE FOR MINOR VIOLATION-WARNING	450
CLOSURE FOR NO FURTHER ACTION	1,410
Total, Licensee Complaint:	9,046

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	1
CLOSURE 7028 INSUFFICIENT EVIDENCE	923
CLOSURE 7028 NO JURISDICTION	268
CLOSURE 7028 NO FURTHER ACTION	134
CLOSURE NO FURTHER ACTION-WARNING	63
CLOSURE REFER TO NON-LICENSEE CITATION	3
Total, Non-Licensee Complaint:	1,392

HOME IMPROVEMENT SALESMAN

CLOSURE FOR INSUFFICIENT EVIDENCE	19
CLOSURE FOR NO JURISDICTION	2
CLOSURE FOR NO VIOLATION	0
CLOSURE FOR SETTLED IN SCREENING	0
CLOSURE FOR MINOR VIOLATION-WARNING	1
CLOSURE FOR NO FURTHER ACTION	1
Total, Home Improvement Salesman Complaint:	23

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 10,461

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2023/24**

LICENSEE COMPLAINT	7,493
NON-LICENSEE COMPLAINT	2,751
APP INVESTIGATION (HIS, APP, OR LIC)	519
HOME IMPROVEMENT SALESMAN (HIS)	75
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	10,838

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2023/24

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	425
CLOSURE RECOMMENDED FOR CITATION	781
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	18
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	316
CLOSURE REFERRED TO PROSECUTOR	121
CLOSURE FOR INSUFFICIENT EVIDENCE	961
CLOSURE FOR NO JURISDICTION	108
CLOSURE FOR NO VIOLATION	77
CLOSURE FOR SETTLED IN INVESTIGATION	602
CLOSURE FOR LICENSE ALREADY REVOKED	648
CLOSURE SENT VOLUNTARY ARBITRATION	36
CLOSURE SENT MANDATORY ARBITRATION	458
CLOSURE FOR SETTLED IN SCREENING	165
CLOSURE FOR MINOR VIOLATION-WARNING	1,535
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	133
CLOSURE FOR NO FURTHER ACTION	1,029
Total:	7,413

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	810
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,120
CLOSURE 7028 NO JURISDICTION	32
CLOSURE LACK OF RESOURCES TO RESPOND	12
CLOSURE 7028 NO FURTHER ACTION	233
CLOSURE NO FURTHER ACTION-WARNING	43
CLOSURE REFER TO NON-LICENSEE CITATION	684
Total:	2,934

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE APPLICATION WITHDRAWN	60
CLOSURE APPLICATION VERIFIED	246
CLOSURE NO FURTHER ACTION	11
CLOSURE 485B DENIAL	116
CLOSURE 7073E - PROBATIONARY LICENSE	191
Total:	624

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	21
CLOSURE RECOMMENDED FOR CITATION	15
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	2
CLOSURE REFERRED TO PROSECUTOR	5
CLOSURE FOR INSUFFICIENT EVIDENCE	7
CLOSURE FOR NO JURISDICTION	3
CLOSURE FOR NO VIOLATION	1
CLOSURE FOR LICENSE ALREADY REVOKED	1
CLOSURE FOR MINOR VIOLATION-WARNING	5
CLOSURE FOR NO FURTHER ACTION	11
Total:	71

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 11,042

**NUMBER OF COMPLAINTS CLOSED PER CONSUMER SERVICES REPRESENTATIVE
AND SPECIAL INVESTIGATOR**

FY 2023/24

Average Number of Complaints Closed Per Consumer Services Representative Per Month 28.0

Average Number of Complaints Closed Per Special Investigator Per Month 8.8

COMPLAINTS PENDING AT THE END OF FY 2023/24

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	137	2.2%
July - September	250	4.1%
October - December	673	11.0%
January - March	1,253	20.4%
April - June	2,555	41.6%
Licensee Complaint (LIC) Total	4,868	79.3%
NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	15	0.2%
July - September	23	0.4%
October - December	113	1.8%
January - March	245	4.0%
April - June	623	10.1%
Non-Licensee Complaint Total	1,019	16.6%
APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	84	1.4%
July - September	1	0.0%
October - December	3	0.0%
January - March	42	0.7%
April - June	90	1.5%
App Investigation (HIS, APP, or Lic)	220	3.6%
HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	4	0.1%
July - September	7	0.1%
October - December	5	0.1%
January - March	9	0.1%
April - June	10	0.2%
Home Improvement Salesman Total	35	0.6%
TOTAL COMPLAINTS PENDING:	6,142	100%

LICENSEE CITATIONS FOR FY 2023/24

ORDER OF CORRECTION AND FINE	705
VACATED	0
WITHDRAWN	23
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	728

NON-LICENSEE CITATIONS FOR FY 2023/24

ORDER OF CORRECTION AND FINE	661
VACATED	0
WITHDRAWN	8
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	669

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2023/24**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	5
HOME IMPROVEMENT SALESMAN	16
LICENSEE COMPLAINT	377
NON-LICENSEE COMPLAINT	0
TOTAL:	398

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	5
LICENSEE COMPLAINT	120
NON-LICENSEE COMPLAINT	811
TOTAL:	936

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

LICENSEE COMPLAINT	1
TOTAL:	1

TOTAL COMPLAINTS REFERRED: 1,335

**ACTIONS TAKEN BY CSLB
FY 2023/24**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	242
RESULTING FROM ARBITRATION	91
RESULTING FROM CITATION	209
TOTAL LICENSES REVOKED:	542

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	1
RESULTING FROM ARBITRATION	189
RESULTING FROM CITATION	335
TOTAL LICENSES SUSPENDED:	525

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	24
ACCUSATIONS DISMISSED	2
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	26

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 2023/24

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

7159(e) or 7159.5(a)(5)	168
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**FOR DISCIPLINARY ACTIONS,
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:	10
7159(e) or 7159.5(a)(5) REVOCATIONS:	11

**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	13
7159(e) or 7159.5(a)(5)	56

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 2023/24**

COST RECOVERY ORDERED	\$1,875,620
COST RECOVERY PAID	\$345,524

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

FY 2023/24

LICENSEE COMPLAINT (LIC)	45.1
NON-LICENSEE COMPLAINT	33.7
HOME IMPROVEMENT SALESMAN (HIS)	28.6
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	43.6

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

FY 2023/24

LICENSEE COMPLAINT (LIC)	180.7
NON-LICENSEE COMPLAINT	136.7
HOME IMPROVEMENT SALESMAN (HIS)	143.9
APP INVESTIGATION (HIS, APP, or LIC)	83.6
TOTAL:	163.3

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

FY 2023/24

AVERAGE NUMBER OF DAYS: 345.9

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 2023/24

AVERAGE NUMBER OF DAYS: 107.5

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

FY 2023/24

AVERAGE NUMBER OF DAYS: 279.9

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

FY 2023/24

AVERAGE NUMBER OF DAYS: 18.0
