



CONTRACTORS STATE LICENSE BOARD

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STATE OF CALIFORNIA

Governor Gavin Newsom

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**COMPLAINTS RECEIVED
FY 2025/26**

LICENSEE COMPLAINT (LIC)

Subsequent Arrest Notification Complaints	173
Construction Industry Complaints	335
Special Investigation Complaints	4
District Complaints (Registrar)	128
Government Complaints	70
Public Consumer Complaints	14,478
Sweep Compliance Complaints	1,003
Total:	16,191

NON-LICENSEE COMPLAINT

Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	22
Special Investigation Complaints	0
District Complaints (Registrar)	365
Government Complaints	14
Public Consumer Complaints	3,503
Sweep Compliance Complaints	411
Total:	4,315

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	588
Total:	588

HOME IMPROVEMENT SALESMAN

Subsequent Arrest Notification Complaints	45
Construction Industry Complaints	0
District Complaints (Registrar)	6
Government Complaints	1
Public Consumer Complaints	20
Total:	72

TOTAL COMPLAINTS RECEIVED: 21,166

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2025/26**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	0
CLOSURE RECOMMENDED FOR CITATION	1
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	43
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	39
CLOSURE FOR INSUFFICIENT EVIDENCE	4,982
CLOSURE FOR NO JURISDICTION	758
CLOSURE FOR NO VIOLATION	2
CLOSURE FOR SETTLED IN INVESTIGATION	0
CLOSURE FOR LICENSE ALREADY REVOKED	293
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	1,921
CLOSURE FOR MINOR VIOLATION-WARNING	452
CLOSURE FOR NO FURTHER ACTION	1,670
Total, Licensee Complaint:	10,161

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	0
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,180
CLOSURE 7028 NO JURISDICTION	432
CLOSURE 7028 NO FURTHER ACTION	135
CLOSURE NO FURTHER ACTION-WARNING	91
CLOSURE REFER TO NON-LICENSEE CITATION	0
Total, Non-Licensee Complaint:	1,838

HOME IMPROVEMENT SALESMAN

CLOSURE FOR INSUFFICIENT EVIDENCE	12
CLOSURE FOR NO JURISDICTION	1
CLOSURE FOR NO VIOLATION	0
CLOSURE FOR SETTLED IN SCREENING	1
CLOSURE FOR MINOR VIOLATION-WARNING	2
CLOSURE FOR NO FURTHER ACTION	0
Total, Home Improvement Salesman Complaint:	16

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 12,015

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2025/26**

LICENSEE COMPLAINT	6,415
NON-LICENSEE COMPLAINT	2,516
APP INVESTIGATION (HIS, APP, OR LIC)	588
HOME IMPROVEMENT SALESMAN (HIS)	57
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	9,576

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2025/26**LICENSEE COMPLAINT (LIC)**

CLOSURE RECOMMENDED FOR ACCUSATION	380
CLOSURE RECOMMENDED FOR CITATION	886
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	6
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	361
CLOSURE REFERRED TO PROSECUTOR	320
CLOSURE FOR INSUFFICIENT EVIDENCE	781
CLOSURE FOR NO JURISDICTION	77
CLOSURE FOR NO VIOLATION	104
CLOSURE FOR SETTLED IN INVESTIGATION	511
CLOSURE FOR LICENSE ALREADY REVOKED	357
CLOSURE SENT VOLUNTARY ARBITRATION	11
CLOSURE SENT MANDATORY ARBITRATION	330
CLOSURE FOR SETTLED IN SCREENING	38
CLOSURE FOR MINOR VIOLATION-WARNING	1,282
CLOSURE FOR MINOR VIOLATION-NO WARNING	1
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	218
CLOSURE FOR NO FURTHER ACTION	734
Total:	6,397

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	786
CLOSURE 7028 INSUFFICIENT EVIDENCE	871
CLOSURE 7028 NO JURISDICTION	23
CLOSURE LACK OF RESOURCES TO RESPOND	2
CLOSURE 7028 NO FURTHER ACTION	176
CLOSURE NO FURTHER ACTION-WARNING	8
CLOSURE REFER TO NON-LICENSEE CITATION	735
Total:	2,601

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE APPLICATION WITHDRAWN	88
CLOSURE APPLICATION VERIFIED	180
CLOSURE NO FURTHER ACTION	26
CLOSURE 485B DENIAL	151
CLOSURE 7073E - PROBATIONARY LICENSE	159
Total:	604

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	20
CLOSURE RECOMMENDED FOR CITATION	17
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	6
CLOSURE REFERRED TO PROSECUTOR	1
CLOSURE FOR INSUFFICIENT EVIDENCE	6
CLOSURE FOR NO JURISDICTION	9
CLOSURE FOR LICENSE ALREADY REVOKED	2
CLOSURE FOR MINOR VIOLATION-WARNING	6
CLOSURE FOR NO FURTHER ACTION	3
Total:	70

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 9,672

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

FY 2025/26

Average Number of Complaints Closed Per Consumer Services Representative Per Month	30.9
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Average Number of Complaints Closed Per Special Investigator Per Month	7.4
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COMPLAINTS PENDING AT THE END OF FY 2025/26

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	264	4.0%
July - September	284	4.3%
October - December	679	10.2%
January - March	1,182	17.8%
April - June	2,943	44.4%
Licensee Complaint (LIC) Total	5,352	80.8%
NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	19	0.3%
July - September	22	0.3%
October - December	102	1.5%
January - March	227	3.4%
April - June	649	9.8%
Non-Licensee Complaint Total	1,019	15.4%
APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	86	1.3%
July - September	4	0.1%
October - December	7	0.1%
January - March	41	0.6%
April - June	75	1.1%
App Investigation (HIS, APP, or Lic)	213	3.2%
HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	6	0.1%
July - September	9	0.1%
October - December	10	0.2%
January - March	9	0.1%
April - June	8	0.1%
Home Improvement Salesman Total	42	0.6%
TOTAL COMPLAINTS PENDING:	6,626	100%

LICENSEE CITATIONS FOR FY 2025/26

ORDER OF CORRECTION AND FINE	809
VACATED	0
WITHDRAWN	24
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	833

NON-LICENSEE CITATIONS FOR FY 2025/26

ORDER OF CORRECTION AND FINE	635
VACATED	1
WITHDRAWN	69
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	705

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2025/26**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	19
HOME IMPROVEMENT SALESMAN	18
LICENSEE COMPLAINT	331
NON-LICENSEE COMPLAINT	0
TOTAL:	368

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	1
LICENSEE COMPLAINT	321
NON-LICENSEE COMPLAINT	785
TOTAL:	1,107

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

LICENSEE COMPLAINT	0
TOTAL:	0

TOTAL COMPLAINTS REFERRED: 1,475

**ACTIONS TAKEN BY CSLB
FY 2025/26**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	330
RESULTING FROM ARBITRATION	39
RESULTING FROM CITATION	308
TOTAL LICENSES REVOKED:	677

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	2
RESULTING FROM ARBITRATION	95
RESULTING FROM CITATION	459
TOTAL LICENSES SUSPENDED:	556

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	13
ACCUSATIONS DISMISSED	1
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	14

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 2025/26

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)	193

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:	5
7159(e) or 7159.5(a)(5) REVOCATIONS:	22
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	2
7159(e) or 7159.5(a)(5)	89

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 2025/26

COST RECOVERY ORDERED	\$3,587,193
COST RECOVERY PAID	\$525,081

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

FY 2025/26

LICENSEE COMPLAINT (LIC)	45.3
NON-LICENSEE COMPLAINT	35.2
HOME IMPROVEMENT SALESMAN (HIS)	35.5
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	43.8

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

FY 2025/26

LICENSEE COMPLAINT (LIC)	190.2
NON-LICENSEE COMPLAINT	132.2
HOME IMPROVEMENT SALESMAN (HIS)	286.0
APP INVESTIGATION (HIS, APP, or LIC)	86.3
TOTAL:	168.8

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

FY 2025/26

AVERAGE NUMBER OF DAYS: **369.4**

**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 2025/26

AVERAGE NUMBER OF DAYS: **167.6**

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

FY 2025/26

AVERAGE NUMBER OF DAYS: **325.4**

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

FY 2025/26

AVERAGE NUMBER OF DAYS: **35.8**
