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Enforcement Annual Statistical Report

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**COMPLAINTS RECEIVED
FY 2022/23**

LICENSEE COMPLAINT (LIC)

Subsequent Arrest Notification Complaints	557
Construction Industry Complaints	255
Special Investigation Complaints	2
District Complaints (Registrar)	485
Government Complaints	97
Public Consumer Complaints	14,197
Sweep Compliance Complaints	361
Total:	15,954

NON-LICENSEE COMPLAINT

Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	32
Special Investigation Complaints	0
District Complaints (Registrar)	206
Government Complaints	9
Public Consumer Complaints	3,958
Sweep Compliance Complaints	144
Total:	4,349

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	748
Total:	748

HOME IMPROVEMENT SALESMAN

Subsequent Arrest Notification Complaints	80
Construction Industry Complaints	0
District Complaints (Registrar)	8
Public Consumer Complaints	20
Total:	108

TOTAL COMPLAINTS RECEIVED: 21,159

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2022/23**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	0
CLOSURE RECOMMENDED FOR CITATION	0
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	54
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	20
CLOSURE FOR INSUFFICIENT EVIDENCE	4,061
CLOSURE FOR NO JURISDICTION	452
CLOSURE FOR NO VIOLATION	7
CLOSURE FOR SETTLED IN INVESTIGATION	0
CLOSURE FOR LICENSE ALREADY REVOKED	158
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	2,298
CLOSURE FOR MINOR VIOLATION-WARNING	373
CLOSURE FOR NO FURTHER ACTION	1,416
Total, Licensee Complaint:	8,839

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	935
CLOSURE 7028 NO JURISDICTION	274
CLOSURE 7028 NO FURTHER ACTION	149
CLOSURE NO FURTHER ACTION-WARNING	247
CLOSURE REFER TO NON-LICENSEE CITATION	0
Total, Non-Licensee Complaint:	1,605

HOME IMPROVEMENT SALESMAN

CLOSURE FOR INSUFFICIENT EVIDENCE	7
CLOSURE FOR NO VIOLATION	7
CLOSURE FOR SETTLED IN SCREENING	0
CLOSURE FOR MINOR VIOLATION-WARNING	3
CLOSURE FOR NO FURTHER ACTION	3
Total, Home Improvement Salesman Complaint:	20

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 10,464

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2022/23**

LICENSEE COMPLAINT	8,262
NON-LICENSEE COMPLAINT	2,949
APP INVESTIGATION (HIS, APP, OR LIC)	748
HOME IMPROVEMENT SALESMAN (HIS)	93
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	12,052

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2022/23

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	315
CLOSURE RECOMMENDED FOR CITATION	842
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	23
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	333
CLOSURE REFERRED TO PROSECUTOR	134
CLOSURE FOR INSUFFICIENT EVIDENCE	1,096
CLOSURE FOR NO JURISDICTION	78
CLOSURE FOR NO VIOLATION	88
CLOSURE FOR SETTLED IN INVESTIGATION	712
CLOSURE FOR LICENSE ALREADY REVOKED	383
CLOSURE SENT VOLUNTARY ARBITRATION	53
CLOSURE SENT MANDATORY ARBITRATION	478
CLOSURE FOR SETTLED IN SCREENING	175
CLOSURE FOR MINOR VIOLATION-WARNING	1,868
CLOSURE FOR MINOR VIOLATION-NO WARNING	7
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	164
CLOSURE FOR NO FURTHER ACTION	1,425
Total:	8,174

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	727
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,016
CLOSURE 7028 NO JURISDICTION	40
CLOSURE LACK OF RESOURCES TO RESPOND	7
CLOSURE 7028 NO FURTHER ACTION	238
CLOSURE NO FURTHER ACTION-WARNING	65
CLOSURE REFER TO NON-LICENSEE CITATION	743
Total:	2,836

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE APPLICATION WITHDRAWN	57
CLOSURE APPLICATION VERIFIED	192
CLOSURE NO FURTHER ACTION	38
CLOSURE 485B DENIAL	87
CLOSURE 7073E - PROBATIONARY LICENSE	223
Total:	597

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	13
CLOSURE RECOMMENDED FOR CITATION	18
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	7
CLOSURE FOR INSUFFICIENT EVIDENCE	12
CLOSURE FOR NO VIOLATION	1
CLOSURE FOR LICENSE ALREADY REVOKED	3
CLOSURE FOR MINOR VIOLATION-WARNING	53
CLOSURE FOR NO FURTHER ACTION	3
Total:	110

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 11,717

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

FY 2022/23

Average Number of Complaints Closed Per Consumer Services Representative Per Month 29.5

Average Number of Complaints Closed Per Enforcement Representative Per Month 9.0

COMPLAINTS PENDING AT THE END OF FY 2022/23

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	106	1.7%
July - September	238	3.7%
October - December	708	11.1%
January - March	1,116	17.5%
April - June	2,707	42.6%
Licensee Complaint (LIC) Total	4,875	76.6%
NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	8	0.1%
July - September	36	0.6%
October - December	154	2.4%
January - March	264	4.2%
April - June	679	10.7%
Non-Licensee Complaint Total	1,141	17.9%
APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	80	1.3%
July - September	3	0.0%
October - December	2	0.0%
January - March	26	0.4%
April - June	210	3.3%
App Investigation (HIS, APP, or Lic)	321	5.0%
HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	2	0.0%
July - September	3	0.0%
October - December	1	0.0%
January - March	5	0.1%
April - June	13	0.2%
Home Improvement Salesman Total	24	0.4%
TOTAL COMPLAINTS PENDING:	6,361	100%

LICENSEE CITATIONS FOR FY 2022/23

ORDER OF CORRECTION AND FINE	802
VACATED	0
WITHDRAWN	23
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	825

NON-LICENSEE CITATIONS FOR FY 2022/23

ORDER OF CORRECTION AND FINE	772
VACATED	0
WITHDRAWN	23
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	795

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2022/23**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	13
HOME IMPROVEMENT SALESMAN	12
LICENSEE COMPLAINT	298
NON-LICENSEE COMPLAINT	0
TOTAL:	323

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	0
LICENSEE COMPLAINT	134
NON-LICENSEE COMPLAINT	727
TOTAL:	861

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2022/23.

TOTAL COMPLAINTS REFERRED: 1,184

**ACTIONS TAKEN BY CSLB
FY 2022/23**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	287
RESULTING FROM ARBITRATION	94
RESULTING FROM CITATION	236
TOTAL LICENSES REVOKED:	617

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	1
RESULTING FROM ARBITRATION	115
RESULTING FROM CITATION	333
TOTAL LICENSES SUSPENDED:	449

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	9
ACCUSATIONS DISMISSED	0
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	9

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 2022/23

**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)	164
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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:	11
7159(e) or 7159.5(a)(5) REVOCATIONS:	13

**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	8
7159(e) or 7159.5(a)(5)	39

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 2022/23**

COST RECOVERY ORDERED	\$2,041,670
COST RECOVERY PAID	\$645,094

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

FY 2022/23

LICENSEE COMPLAINT (LIC)	45.1
NON-LICENSEE COMPLAINT	31.6
HOME IMPROVEMENT SALESMAN (HIS)	46.2
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	43.0

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

FY 2022/23

LICENSEE COMPLAINT (LIC)	165.9
NON-LICENSEE COMPLAINT	127.9
HOME IMPROVEMENT SALESMAN (HIS)	133.8
APP INVESTIGATION (HIS, APP, or LIC)	87.8
TOTAL:	152.4

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

FY 2022/23

AVERAGE NUMBER OF DAYS: **338.1**

**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 2022/23

AVERAGE NUMBER OF DAYS: **87.5**

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

FY 2022/23

AVERAGE NUMBER OF DAYS: **234.4**

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

FY 2022/23

AVERAGE NUMBER OF DAYS: **15.1**
