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Enforcement Annual Statistical Report

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**COMPLAINTS RECEIVED
FY 2021/22**

<u>LICENSEE COMPLAINT (LIC)</u>	
Subsequent Arrest Notification Complaints	773
Construction Industry Complaints	306
Special Investigation Complaints	3
District Complaints (Registrar)	433
Government Complaints	49
Public Consumer Complaints	12,184
Sweep Compliance Complaints	443
Total:	14,191

<u>NON-LICENSEE COMPLAINT</u>	
Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	20
Special Investigation Complaints	1
District Complaints (Registrar)	265
Government Complaints	17
Public Consumer Complaints	3,787
Sweep Compliance Complaints	175
Total:	4,265

<u>APPLICATION INVESTIGATION (HIS, APP, or LIC)</u>	
District Complaints (Registrar)	424
Total:	424

<u>HOME IMPROVEMENT SALESMAN</u>	
Subsequent Arrest Notification Complaints	97
Construction Industry Complaints	1
District Complaints (Registrar)	166
Public Consumer Complaints	14
Total:	278

TOTAL COMPLAINTS RECEIVED: 19,158

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2021/22**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	0
CLOSURE RECOMMENDED FOR CITATION	0
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	40
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	20
CLOSURE FOR INSUFFICIENT EVIDENCE	3,063
CLOSURE FOR NO JURISDICTION	306
CLOSURE FOR NO VIOLATION	15
CLOSURE FOR SETTLED IN INVESTIGATION	0
CLOSURE FOR LICENSE ALREADY REVOKED	57
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	1,900
CLOSURE FOR MINOR VIOLATION-WARNING	289
CLOSURE FOR NO FURTHER ACTION	844
Total, Licensee Complaint:	6,534

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	805
CLOSURE 7028 NO JURISDICTION	226
CLOSURE 7028 NO FURTHER ACTION	159
CLOSURE NO FURTHER ACTION-WARNING	170
CLOSURE REFER TO NON-LICENSEE CITATION	0
Total, Non-Licensee Complaint:	1,360

HOME IMPROVEMENT SALESMAN

CLOSURE FOR INSUFFICIENT EVIDENCE	4
CLOSURE FOR NO VIOLATION	150
CLOSURE FOR SETTLED IN SCREENING	0
CLOSURE FOR MINOR VIOLATION-WARNING	20
CLOSURE FOR NO FURTHER ACTION	0
Total, Home Improvement Salesman Complaint:	174

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 8,068

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2021/22**

LICENSEE COMPLAINT	8,023
NON-LICENSEE COMPLAINT	2,995
APP INVESTIGATION (HIS, APP, OR LIC)	424
HOME IMPROVEMENT SALESMAN (HIS)	117
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	11,559

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2021/22

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	319
CLOSURE RECOMMENDED FOR CITATION	815
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	34
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	348
CLOSURE REFERRED TO PROSECUTOR	157
CLOSURE FOR INSUFFICIENT EVIDENCE	1,160
CLOSURE FOR NO JURISDICTION	113
CLOSURE FOR NO VIOLATION	102
CLOSURE FOR SETTLED IN INVESTIGATION	683
CLOSURE FOR LICENSE ALREADY REVOKED	177
CLOSURE SENT VOLUNTARY ARBITRATION	68
CLOSURE SENT MANDATORY ARBITRATION	424
CLOSURE FOR MINOR VIOLATION-WARNING	2,151
CLOSURE FOR MINOR VIOLATION-NO WARNING	1
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	123
CLOSURE FOR NO FURTHER ACTION	1,025
Total:	7,700

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	734
CLOSURE 7028 INSUFFICIENT EVIDENCE	1,166
CLOSURE 7028 NO JURISDICTION	43
CLOSURE LACK OF RESOURCES TO RESPOND	12
CLOSURE 7028 NO FURTHER ACTION	203
CLOSURE NO FURTHER ACTION-WARNING	107
CLOSURE REFER TO NON-LICENSEE CITATION	825
Total:	3,090

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE APPLICATION WITHDRAWN	31
CLOSURE APPLICATION VERIFIED	92
CLOSURE NO FURTHER ACTION	10
CLOSURE 485B DENIAL	32
CLOSURE 7073E - PROBATIONARY LICENSE	208
Total:	373

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	13
CLOSURE RECOMMENDED FOR CITATION	18
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	21
CLOSURE REFERRED TO PROSECUTOR	4
CLOSURE FOR INSUFFICIENT EVIDENCE	22
CLOSURE FOR NO JURISDICTION	2
CLOSURE FOR NO VIOLATION	3
CLOSURE FOR LICENSE ALREADY REVOKED	1
CLOSURE FOR MINOR VIOLATION-WARNING	72
CLOSURE FOR NO FURTHER ACTION	10
Total:	166

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 11,329

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

FY 2021/22

Average Number of Complaints Closed Per Consumer Services Representative Per Month 24.8

Average Number of Complaints Closed Per Enforcement Representative Per Month 8.9

COMPLAINTS PENDING AT THE END OF FY 2021/22

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	76	1.3%
July - September	241	4.2%
October - December	587	10.2%
January - March	1,045	18.2%
April - June	2,575	44.8%
Licensee Complaint (LIC) Total	4,524	78.7%
NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	3	0.1%
July - September	32	0.6%
October - December	115	2.0%
January - March	246	4.3%
April - June	627	10.9%
Non-Licensee Complaint Total	1,023	17.8%
APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	67	1.2%
July - September	4	0.1%
October - December	11	0.2%
January - March	10	0.2%
April - June	71	1.2%
App Investigation (HIS, APP, or Lic)	163	2.8%
HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	7	0.1%
July - September	0	0.0%
October - December	0	0.0%
January - March	10	0.2%
April - June	20	0.3%
Home Improvement Salesman Total	37	0.6%
TOTAL COMPLAINTS PENDING:	5,747	100%

LICENSEE CITATIONS FOR FY 2021/22

ORDER OF CORRECTION AND FINE	727
VACATED	0
WITHDRAWN	20
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	747

NON-LICENSEE CITATIONS FOR FY 2021/22

ORDER OF CORRECTION AND FINE	809
VACATED	0
WITHDRAWN	18
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	827

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2021/22**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	4
HOME IMPROVEMENT SALESMAN	17
LICENSEE COMPLAINT	310
NON-LICENSEE COMPLAINT	0
TOTAL:	331

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	4
LICENSEE COMPLAINT	157
NON-LICENSEE COMPLAINT	734
TOTAL:	895

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2021/22.

TOTAL COMPLAINTS REFERRED: 1,226

**ACTIONS TAKEN BY CSLB
FY 2021/22**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	292
RESULTING FROM ARBITRATION	78
RESULTING FROM CITATION	164
TOTAL LICENSES REVOKED:	534

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	1
RESULTING FROM ARBITRATION	100
RESULTING FROM CITATION	245
TOTAL LICENSES SUSPENDED:	346

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	22
ACCUSATIONS DISMISSED	4
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 2021/22

**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)	107
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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:	7
7159(e) or 7159.5(a)(5) REVOCATIONS:	0

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

7121	6
7121.5	14
7159(e) or 7159.5(a)(5)	53

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 2021/22**

COST RECOVERY ORDERED	\$2,073,780
COST RECOVERY PAID	\$924,701

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

FY 2021/22

LICENSEE COMPLAINT (LIC)	46.5
NON-LICENSEE COMPLAINT	31.4
HOME IMPROVEMENT SALESMAN (HIS)	38.5
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 2021/22

LICENSEE COMPLAINT (LIC)	140.1
NON-LICENSEE COMPLAINT	102.0
HOME IMPROVEMENT SALESMAN (HIS)	140.8
APP INVESTIGATION (HIS, APP, or LIC)	58.1
TOTAL:	127.0

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

FY 2021/22

AVERAGE NUMBER OF DAYS: 305.7

**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 2021/22

AVERAGE NUMBER OF DAYS: 137.9

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

FY 2021/22

AVERAGE NUMBER OF DAYS: 248.6

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

FY 2021/22

AVERAGE NUMBER OF DAYS: 18.6
