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Enforcement Annual Statistical Report

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**COMPLAINTS RECEIVED
FY 2020/21**

LICENSEE COMPLAINT (LIC)

Subsequent Arrest Notification Complaints	833
Construction Industry Complaints	426
Special Investigation Complaints	14
District Complaints (Registrar)	484
Government Complaints	65
Public Consumer Complaints	10,433
Sweep Compliance Complaints	66
Total:	12,321

NON-LICENSEE COMPLAINT

Subsequent Arrest Notification Complaints	0
Construction Industry Complaints	24
Special Investigation Complaints	2
District Complaints (Registrar)	498
Government Complaints	21
Public Consumer Complaints	3,100
Sweep Compliance Complaints	38
Total:	3,683

APPLICATION INVESTIGATION (HIS, APP, or LIC)

District Complaints (Registrar)	290
Total:	290

HOME IMPROVEMENT SALESMAN

Subsequent Arrest Notification Complaints	131
Construction Industry Complaints	0
District Complaints (Registrar)	117
Public Consumer Complaints	9
Total:	257

TOTAL COMPLAINTS RECEIVED: 16,551

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2020/21**

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	0
CLOSURE RECOMMENDED FOR CITATION	0
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	9
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	21
CLOSURE FOR INSUFFICIENT EVIDENCE	2,585
CLOSURE FOR NO JURISDICTION	265
CLOSURE FOR NO VIOLATION	13
CLOSURE FOR SETTLED IN INVESTIGATION	3
CLOSURE FOR LICENSE ALREADY REVOKED	45
CLOSURE SENT VOLUNTARY ARBITRATION	0
CLOSURE SENT MANDATORY ARBITRATION	0
CLOSURE FOR SETTLED IN SCREENING	2,117
CLOSURE FOR MINOR VIOLATION-WARNING	322
CLOSURE FOR NO FURTHER ACTION	1,218
Total, Licensee Complaint:	6,598

NON-LICENSEE COMPLAINT

CLOSURE 7028 INSUFFICIENT EVIDENCE	624
CLOSURE 7028 NO JURISDICTION	217
CLOSURE 7028 NO FURTHER ACTION	138
CLOSURE NO FURTHER ACTION-WARNING	90
CLOSURE REFER TO NON-LICENSEE CITATION	0
Total, Non-Licensee Complaint:	1,069

HOME IMPROVEMENT SALESMAN

CLOSURE FOR INSUFFICIENT EVIDENCE	10
CLOSURE FOR NO VIOLATION	82
CLOSURE FOR SETTLED IN SCREENING	1
CLOSURE FOR MINOR VIOLATION-WARNING	22
CLOSURE FOR NO FURTHER ACTION	0
Total, Home Improvement Salesman Complaint:	115

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 7,782

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2020/21**

LICENSEE COMPLAINT	6,378
NON-LICENSEE COMPLAINT	2,599
APP INVESTIGATION (HIS, APP, OR LIC)	290
HOME IMPROVEMENT SALESMAN (HIS)	146
TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION:	9,413

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2020/21

LICENSEE COMPLAINT (LIC)

CLOSURE RECOMMENDED FOR ACCUSATION	229
CLOSURE RECOMMENDED FOR CITATION	572
CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT	19
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	270
CLOSURE REFERRED TO PROSECUTOR	139
CLOSURE FOR INSUFFICIENT EVIDENCE	690
CLOSURE FOR NO JURISDICTION	57
CLOSURE FOR NO VIOLATION	56
CLOSURE FOR SETTLED IN INVESTIGATION	503
CLOSURE FOR LICENSE ALREADY REVOKED	227
CLOSURE SENT VOLUNTARY ARBITRATION	73
CLOSURE SENT MANDATORY ARBITRATION	334
CLOSURE FOR SETTLED IN SCREENING	2
CLOSURE FOR MINOR VIOLATION-WARNING	1,889
CLOSURE FOR MINOR VIOLATION-NO WARNING	2
CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE	171
CLOSURE FOR NO FURTHER ACTION	815
Total:	6,048

NON-LICENSEE COMPLAINT

CLOSURE 7028 REFER TO PROSECUTOR	543
CLOSURE 7028 INSUFFICIENT EVIDENCE	954
CLOSURE 7028 NO JURISDICTION	31
CLOSURE LACK OF RESOURCES TO RESPOND	53
CLOSURE 7028 NO FURTHER ACTION	205
CLOSURE NO FURTHER ACTION-WARNING	180
CLOSURE REFER TO NON-LICENSEE CITATION	668
Total:	2,634

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

CLOSURE APPLICATION WITHDRAWN	21
CLOSURE APPLICATION VERIFIED	85
CLOSURE NO FURTHER ACTION	8
CLOSURE 485B DENIAL	41
CLOSURE 7073E - PROBATIONARY LICENSE	131
Total:	286

HOME IMPROVEMENT SALESMAN

CLOSURE RECOMMENDED FOR ACCUSATION	16
CLOSURE RECOMMENDED FOR CITATION	6
CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT	9
CLOSURE REFERRED TO PROSECUTOR	1
CLOSURE FOR INSUFFICIENT EVIDENCE	7
CLOSURE FOR LICENSE ALREADY REVOKED	1
CLOSURE FOR MINOR VIOLATION-WARNING	57
CLOSURE FOR NO FURTHER ACTION	4
Total:	101

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: 9,069

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

FY 2020/21

Average Number of Complaints Closed Per Consumer Services Representative Per Month 24.5

Average Number of Complaints Closed Per Enforcement Representative Per Month 8.1

COMPLAINTS PENDING AT THE END OF FY 2020/21

LICENSEE COMPLAINT (LIC)		
Received Prior to Fiscal Year	59	1.3%
July - September	126	2.7%
October - December	370	7.8%
January - March	850	18.0%
April - June	2,117	44.9%
Licensee Complaint (LIC) Total	3,522	74.7%
NON-LICENSEE COMPLAINT		
Received Prior to Fiscal Year	2	0.0%
July - September	15	0.3%
October - December	79	1.7%
January - March	192	4.1%
April - June	703	14.9%
Non-Licensee Complaint Total	991	21.0%
APP INVESTIGATION (HIS, APP, or LIC)		
Received Prior to Fiscal Year	67	1.4%
July - September	2	0.0%
October - December	1	0.0%
January - March	2	0.0%
April - June	38	0.8%
App Investigation (HIS, APP, or Lic)	110	2.3%
HOME IMPROVEMENT SALESMAN		
Received Prior to Fiscal Year	12	0.3%
July - September	4	0.1%
October - December	10	0.2%
January - March	10	0.2%
April - June	57	1.2%
Home Improvement Salesman Total	93	2.0%
TOTAL COMPLAINTS PENDING:	4,716	100%

LICENSEE CITATIONS FOR FY 2020/21

ORDER OF CORRECTION AND FINE	589
VACATED	0
WITHDRAWN	33
TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	622

NON-LICENSEE CITATIONS FOR FY 2019/20

ORDER OF CORRECTION AND FINE	642
VACATED	0
WITHDRAWN	22
TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN:	664

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2020/21**

REFERRED TO ATTORNEY GENERAL

APP INVESTIGATION (HIS, APP, or LIC)	18
HOME IMPROVEMENT SALESMAN	13
LICENSEE COMPLAINT	171
NON-LICENSEE COMPLAINT	0
TOTAL:	202

REFERRED TO PROSECUTOR

APP INVESTIGATION (HIS, APP, or LIC)	0
HOME IMPROVEMENT SALESMAN	1
LICENSEE COMPLAINT	139
NON-LICENSEE COMPLAINT	543
TOTAL:	683

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

No complaints were referred to both the Attorney General and Prosecutor during FY 2020/21.

TOTAL COMPLAINTS REFERRED: 885

**ACTIONS TAKEN BY CSLB
FY 2020/21**

NUMBER OF LICENSES REVOKED

RESULTING FROM ACCUSATION	367
RESULTING FROM ARBITRATION	45
RESULTING FROM CITATION	227
TOTAL LICENSES REVOKED:	639

NUMBER OF LICENSES SUSPENDED

RESULTING FROM ACCUSATION	1
RESULTING FROM ARBITRATION	91
RESULTING FROM CITATION	288
TOTAL LICENSES SUSPENDED:	380

ACCUSATIONS WITHDRAWN OR DISMISSED

ACCUSATIONS WITHDRAWN	25
ACCUSATIONS DISMISSED	0
TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED:	25

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 2020/21

**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)	131
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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:	10

**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	3
7159(e) or 7159.5(a)(5)	65

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 2020/21**

COST RECOVERY ORDERED	\$2,853,603
COST RECOVERY PAID	\$566,905

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

FY 2020/21

LICENSEE COMPLAINT (LIC)	47.0
NON-LICENSEE COMPLAINT	32.8
HOME IMPROVEMENT SALESMAN (HIS)	35.5
APP INVESTIGATION (HIS, APP, or LIC)	0.0
TOTAL:	44.9

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

FY 2020/21

LICENSEE COMPLAINT (LIC)	135.7
NON-LICENSEE COMPLAINT	115.2
HOME IMPROVEMENT SALESMAN (HIS)	86.3
APP INVESTIGATION (HIS, APP, or LIC)	49.6
TOTAL:	126.5

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

FY 2020/21

AVERAGE NUMBER OF DAYS: 273.3

**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 2020/21

AVERAGE NUMBER OF DAYS: 179.9

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

FY 2020/21

AVERAGE NUMBER OF DAYS: 319.0

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

FY 2020/21

AVERAGE NUMBER OF DAYS: 26.4
