



CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, California 95827

Mailing Address: P.O. Box 26000, Sacramento, CA 95826

800.321.CSLB (2752) | www.cslb.ca.gov | CheckTheLicenseFirst.com

STATE OF CALIFORNIA

Governor Gavin Newsom

Table of Contents **FY 2024/25 Contractors State License Board (CSLB)** **Enforcement Annual Statistical Report**

| | |
|--|---------|
| Number of Complaints Received by Source and Type..... | Page 1 |
| Number of Complaints Closed Prior to Referral for Field Investigation..... | Page 2 |
| Number of Complaints Referred for Field Investigation..... | Page 3 |
| Number of Complaints Closed After Referral for Field Investigation | Page 4 |
| Number of Complaints Closed per Consumer Services Representative and Special Investigator | Page 5 |
| Number of Complaints Pending at the End of FY 2024/25..... | Page 6 |
| Licensee and Non-Licensee Citation Data (Number of Issued, Vacated, and Withdrawn) | Page 7 |
| Number of Complaints Referred to Attorney General and/or Prosecutor | Page 8 |
| Number of Actions Taken Against Licenses and Accusations Withdrawn or Dismissed..... | Page 9 |
| Number of Cases (Actions) Containing Violations of Business and Professions Code Sections 7121, 7121.5, and Subdivision (e) of Section 7159 or Subdivision (a)(5) of Section 7159.5 ... | Page 10 |
| Cost Recovery Ordered and Paid..... | Page 11 |
| Average Days to Close for the following categories: | |
| From Complaint Filing to Closure by Intake/Mediation Prior to Referral for an Investigation..... | Page 12 |
| From Referral of a Complaint for Investigation to Closure by an Investigation Center | Page 12 |
| From Filing of a Complaint to the Referral of the Completed Investigation to the Attorney General..... | Page 13 |
| From Referral of the Completed Investigation to the Attorney General to the Filing of an Accusation by the Attorney General..... | Page 13 |
| From Filing of an Accusation by the Attorney General to the First Hearing Date or Date of a Stipulated Settlement | Page 13 |
| From Receipt of an Administrative Law Judge's Proposed Decision to the Registrar's Final Decision | Page 13 |

**COMPLAINTS RECEIVED
FY 2024/25**

LICENSEE COMPLAINT (LIC)

| | |
|---|---------------|
| Subsequent Arrest Notification Complaints | 260 |
| Construction Industry Complaints | 273 |
| Special Investigation Complaints | 4 |
| District Complaints (Registrar) | 146 |
| Government Complaints | 94 |
| Public Consumer Complaints | 12,658 |
| Sweep Compliance Complaints | 1,225 |
| Total: | 14,660 |

NON-LICENSEE COMPLAINT

| | |
|---|--------------|
| Subsequent Arrest Notification Complaints | 1 |
| Construction Industry Complaints | 16 |
| Special Investigation Complaints | 2 |
| District Complaints (Registrar) | 263 |
| Government Complaints | 17 |
| Public Consumer Complaints | 3,192 |
| Sweep Compliance Complaints | 369 |
| Total: | 3,860 |

APPLICATION INVESTIGATION (HIS, APP, or LIC)

| | |
|---------------------------------|------------|
| District Complaints (Registrar) | 653 |
| Total: | 653 |

HOME IMPROVEMENT SALESMAN

| | |
|---|-----------|
| Subsequent Arrest Notification Complaints | 57 |
| Construction Industry Complaints | 0 |
| District Complaints (Registrar) | 4 |
| Public Consumer Complaints | 23 |
| Total: | 84 |

TOTAL COMPLAINTS RECEIVED: 19,257

**COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION
FY 2024/25**

LICENSEE COMPLAINT (LIC)

| | |
|---|--------------|
| CLOSURE RECOMMENDED FOR ACCUSATION | 0 |
| CLOSURE RECOMMENDED FOR CITATION | 0 |
| CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT | 12 |
| CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT | 13 |
| CLOSURE FOR INSUFFICIENT EVIDENCE | 4,448 |
| CLOSURE FOR NO JURISDICTION | 541 |
| CLOSURE FOR NO VIOLATION | 10 |
| CLOSURE FOR SETTLED IN INVESTIGATION | 0 |
| CLOSURE FOR LICENSE ALREADY REVOKED | 247 |
| CLOSURE SENT VOLUNTARY ARBITRATION | 0 |
| CLOSURE SENT MANDATORY ARBITRATION | 0 |
| CLOSURE FOR SETTLED IN SCREENING | 1,863 |
| CLOSURE FOR MINOR VIOLATION-WARNING | 564 |
| CLOSURE FOR NO FURTHER ACTION | 1,523 |
| Total, Licensee Complaint: | 9,221 |

NON-LICENSEE COMPLAINT

| | |
|--|--------------|
| CLOSURE 7028 REFER TO PROSECUTOR | 0 |
| CLOSURE 7028 INSUFFICIENT EVIDENCE | 893 |
| CLOSURE 7028 NO JURISDICTION | 296 |
| CLOSURE 7028 NO FURTHER ACTION | 163 |
| CLOSURE NO FURTHER ACTION-WARNING | 76 |
| CLOSURE REFER TO NON-LICENSEE CITATION | 0 |
| Total, Non-Licensee Complaint: | 1,428 |

HOME IMPROVEMENT SALESMAN

| | |
|--|-----------|
| CLOSURE FOR INSUFFICIENT EVIDENCE | 9 |
| CLOSURE FOR NO JURISDICTION | 1 |
| CLOSURE FOR NO VIOLATION | 0 |
| CLOSURE FOR SETTLED IN SCREENING | 0 |
| CLOSURE FOR MINOR VIOLATION-WARNING | 0 |
| CLOSURE FOR NO FURTHER ACTION | 0 |
| Total, Home Improvement Salesman Complaint: | 10 |

TOTAL COMPLAINTS CLOSED PRIOR TO REFERRAL FOR FIELD INVESTIGATION: 10,659

**COMPLAINTS REFERRED FOR FIELD INVESTIGATION
FY 2024/25**

| | |
|---|---------------|
| LICENSEE COMPLAINT | 7,092 |
| NON-LICENSEE COMPLAINT | 2,578 |
| APP INVESTIGATION (HIS, APP, OR LIC) | 653 |
| HOME IMPROVEMENT SALESMAN (HIS) | 76 |
| TOTAL COMPLAINTS REFERRED FOR FIELD INVESTIGATION: | 10,399 |

COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION FOR FY 2024/25**LICENSEE COMPLAINT (LIC)**

| | |
|---|--------------|
| CLOSURE RECOMMENDED FOR ACCUSATION | 401 |
| CLOSURE RECOMMENDED FOR CITATION | 873 |
| CLOSURE RECOMMENDED FOR SETTLED WITH LETTER OF ADMONISHMENT | 7 |
| CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT | 319 |
| CLOSURE REFERRED TO PROSECUTOR | 233 |
| CLOSURE FOR INSUFFICIENT EVIDENCE | 1,002 |
| CLOSURE FOR NO JURISDICTION | 126 |
| CLOSURE FOR NO VIOLATION | 111 |
| CLOSURE FOR SETTLED IN INVESTIGATION | 782 |
| CLOSURE FOR LICENSE ALREADY REVOKED | 557 |
| CLOSURE SENT VOLUNTARY ARBITRATION | 24 |
| CLOSURE SENT MANDATORY ARBITRATION | 403 |
| CLOSURE FOR SETTLED IN SCREENING | 33 |
| CLOSURE FOR MINOR VIOLATION-WARNING | 1,539 |
| CLOSURE FOR VALID BOND CLAIM - SUSPENDED LICENSE | 265 |
| CLOSURE FOR NO FURTHER ACTION | 930 |
| Total: | 7,605 |

NON-LICENSEE COMPLAINT

| | |
|--|--------------|
| CLOSURE 7028 REFER TO PROSECUTOR | 833 |
| CLOSURE 7028 INSUFFICIENT EVIDENCE | 960 |
| CLOSURE 7028 NO JURISDICTION | 31 |
| CLOSURE LACK OF RESOURCES TO RESPOND | 10 |
| CLOSURE 7028 NO FURTHER ACTION | 213 |
| CLOSURE NO FURTHER ACTION-WARNING | 15 |
| CLOSURE REFER TO NON-LICENSEE CITATION | 762 |
| Total: | 2,824 |

APPLICATION INVESTIGATION (HIS, APP, OR LIC)

| | |
|--------------------------------------|------------|
| CLOSURE APPLICATION WITHDRAWN | 89 |
| CLOSURE APPLICATION VERIFIED | 191 |
| CLOSURE NO FURTHER ACTION | 22 |
| CLOSURE 485B DENIAL | 141 |
| CLOSURE 7073E - PROBATIONARY LICENSE | 212 |
| Total: | 655 |

HOME IMPROVEMENT SALESMAN

| | |
|--|-----------|
| CLOSURE RECOMMENDED FOR ACCUSATION | 15 |
| CLOSURE RECOMMENDED FOR CITATION | 16 |
| CLOSURE RECOMMENDED FOR LETTER OF ADMONISHMENT | 3 |
| CLOSURE REFERRED TO PROSECUTOR | 0 |
| CLOSURE FOR INSUFFICIENT EVIDENCE | 3 |
| CLOSURE FOR NO JURISDICTION | 5 |
| CLOSURE FOR SETTLED IN INVESTIGATION | 1 |
| CLOSURE FOR LICENSE ALREADY REVOKED | 1 |
| CLOSURE FOR MINOR VIOLATION-WARNING | 13 |
| CLOSURE FOR NO FURTHER ACTION | 6 |
| Total: | 63 |

TOTAL COMPLAINTS CLOSED AFTER REFERRAL FOR FIELD INVESTIGATION: **11,147**

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

FY 2024/25

| | |
|--|------|
| Average Number of Complaints Closed Per Consumer Services Representative Per Month | 26.6 |
|--|------|

| | |
|--|-----|
| Average Number of Complaints Closed Per Special Investigator Per Month | 8.1 |
|--|-----|

COMPLAINTS PENDING AT THE END OF FY 2024/25

| | | |
|---|--------------|--------------|
| LICENSEE COMPLAINT (LIC) | | |
| Received Prior to Fiscal Year | 227 | 4.2% |
| July - September | 449 | 8.4% |
| October - December | 521 | 9.7% |
| January - March | 887 | 16.5% |
| April - June | 2,115 | 39.3% |
| Licensee Complaint (LIC) Total | 4,199 | 78.1% |
| NON-LICENSEE COMPLAINT | | |
| Received Prior to Fiscal Year | 21 | 0.4% |
| July - September | 30 | 0.6% |
| October - December | 111 | 2.1% |
| January - March | 170 | 3.2% |
| April - June | 567 | 10.5% |
| Non-Licensee Complaint Total | 899 | 16.7% |
| APP INVESTIGATION (HIS, APP, or LIC) | | |
| Received Prior to Fiscal Year | 84 | 1.6% |
| July - September | 0 | 0.0% |
| October - December | 1 | 0.0% |
| January - March | 13 | 0.2% |
| April - June | 130 | 2.4% |
| App Investigation (HIS, APP, or Lic) | 228 | 4.2% |
| HOME IMPROVEMENT SALESMAN | | |
| Received Prior to Fiscal Year | 4 | 0.1% |
| July - September | 7 | 0.1% |
| October - December | 11 | 0.2% |
| January - March | 13 | 0.2% |
| April - June | 14 | 0.3% |
| Home Improvement Salesman Total | 49 | 0.9% |
| TOTAL COMPLAINTS PENDING: | 5,375 | 100% |

LICENSEE CITATIONS FOR FY 2024/25

| | |
|--|------------|
| ORDER OF CORRECTION AND FINE | 897 |
| VACATED | 0 |
| WITHDRAWN | 19 |
| TOTAL LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN: | 916 |

NON-LICENSEE CITATIONS FOR FY 2024/25

| | |
|--|------------|
| ORDER OF CORRECTION AND FINE | 727 |
| VACATED | 0 |
| WITHDRAWN | 12 |
| TOTAL NON-LICENSEE CITATIONS ISSUED, VACATED, OR WITHDRAWN: | 739 |

**COMPLAINTS REFERRED TO ATTORNEY GENERAL AND/OR PROSECUTOR
FY 2024/25**

REFERRED TO ATTORNEY GENERAL

| | |
|--------------------------------------|------------|
| APP INVESTIGATION (HIS, APP, or LIC) | 4 |
| HOME IMPROVEMENT SALESMAN | 18 |
| LICENSEE COMPLAINT | 411 |
| NON-LICENSEE COMPLAINT | 0 |
| TOTAL: | 433 |

REFERRED TO PROSECUTOR

| | |
|--------------------------------------|--------------|
| APP INVESTIGATION (HIS, APP, or LIC) | 0 |
| HOME IMPROVEMENT SALESMAN | 0 |
| LICENSEE COMPLAINT | 233 |
| NON-LICENSEE COMPLAINT | 833 |
| TOTAL: | 1,066 |

REFERRED TO ATTORNEY GENERAL AND PROSECUTOR

| | |
|--------------------|----------|
| LICENSEE COMPLAINT | 0 |
| TOTAL: | 0 |

TOTAL COMPLAINTS REFERRED: 1,499

**ACTIONS TAKEN BY CSLB
FY 2024/25**

NUMBER OF LICENSES REVOKED

| | |
|--------------------------------|------------|
| RESULTING FROM ACCUSATION | 274 |
| RESULTING FROM ARBITRATION | 68 |
| RESULTING FROM CITATION | 249 |
| TOTAL LICENSES REVOKED: | 591 |

NUMBER OF LICENSES SUSPENDED

| | |
|----------------------------------|------------|
| RESULTING FROM ACCUSATION | 2 |
| RESULTING FROM ARBITRATION | 127 |
| RESULTING FROM CITATION | 326 |
| TOTAL LICENSES SUSPENDED: | 455 |

ACCUSATIONS WITHDRAWN OR DISMISSED

| | |
|--|-----------|
| ACCUSATIONS WITHDRAWN | 19 |
| ACCUSATIONS DISMISSED | 0 |
| TOTAL ACCUSATIONS WITHDRAWN OR DISMISSED: | 19 |

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 2024/25

| 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) | 230 |

| 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: | 20 |
| 7159(e) or 7159.5(a)(5) REVOCATIONS: | 20 |
| NUMBER OF ACCUSATIONS WITH 7121, 7121.5, 7159(e), OR 7159.5(a)(5) VIOLATIONS RESULTING IN A SUSPENSION OR REVOCATION | |
| 7121 | 4 |
| 7121.5 | 3 |
| 7159(e) or 7159.5(a)(5) | 87 |

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 2024/25**

| | |
|-----------------------|-------------|
| COST RECOVERY ORDERED | \$2,310,674 |
| COST RECOVERY PAID | \$427,281 |

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

FY 2024/25

| | |
|--------------------------------------|-------------|
| LICENSEE COMPLAINT (LIC) | 37.5 |
| NON-LICENSEE COMPLAINT | 24.0 |
| HOME IMPROVEMENT SALESMAN (HIS) | 28.0 |
| APP INVESTIGATION (HIS, APP, or LIC) | 0.0 |
| TOTAL: | 35.7 |

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

FY 2024/25

| | |
|--------------------------------------|--------------|
| LICENSEE COMPLAINT (LIC) | 182.1 |
| NON-LICENSEE COMPLAINT | 128.0 |
| HOME IMPROVEMENT SALESMAN (HIS) | 197.5 |
| APP INVESTIGATION (HIS, APP, or LIC) | 94.2 |
| 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 2024/25

AVERAGE NUMBER OF DAYS: **366.8**

**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 2024/25

AVERAGE NUMBER OF DAYS: **139.2**

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

FY 2024/25

AVERAGE NUMBER OF DAYS: **294.4**

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

FY 2024/25

AVERAGE NUMBER OF DAYS: **32.8**
