

## Complaint Investigation Statistics

Complaint Investigations	2014 December Month End	2015 December Month End
Complaints Received	798	852
-Internal	29%	23%
-External	71%	77%
Complaints Closed	642	808
Average Days to Close	323.85	372.09

Pending Complaints	2014 December Month End	2015 December Month End
Total Pending	1014	1045
-Internal	28%	32%
-External	72%	68%

Citations	2014 December Month End	2015 December Month End
Citation Referrals Received	28	12
Citations Issued	16	167
Citations Pending	20	18
Informal Conferences Requested	12	72

Discipline	2014 December Month End	2015 December Month End
Accusation Pending	3	7
Accusations Withdrawn	0	1
SOIs Pending at AG (total)	41	44
SOIs Withdrawn	11	16
Informal Hearing Requests	*see below	1
Decisions	4	10
Mitigation Packets rec'd from AG	*see below	33
Appeals Received	*see below	31
Accusations Referral Received* <i>*Referral from Investigations Unit</i>	*see below	7
Accusations sent to AG	*see below	7
Informal Hearing Requests sent to DAG	*see below	7
SOIs sent to AG	*see below	34

\*not captured in 2014