



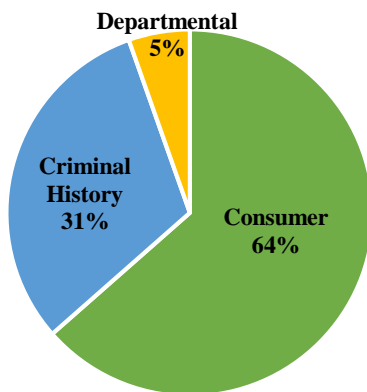
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

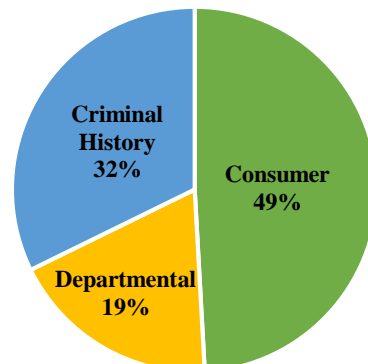
Laser Hair Removal (LAS)

Key Statistics	LAS Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	3,197	832,593
Complaints Received	527	37,043
Cases Opened	74	10,902
Cases Closed	81	10,113
Average Time to Close (days)	141.01	151.96
% of Cases Resolved Within 6 Months	79.01%	68.52%
% of Cases Resulting in Disciplinary Action	3%	21%
Open Cases Pending at End of Fiscal Year	22	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	1	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	LAS Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	3	1,254
Average Penalty Assessed on Orders	\$1,500.00	\$2,092.92
Total Penalties Assessed	\$4,500.00	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	LAS Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	5	1,500
Other Informal Resolutions	73	6,434
Cease & Desist Orders	0	38

**Source of LAS Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top LAS Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Lacks honesty, trustworthiness or integrity	29
Criminal History	24
Unlicensed Facility	12
Unlicensed Technician	10
Failed to pay dishonored check	4

Top LAS Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Unlicensed Facility	3