



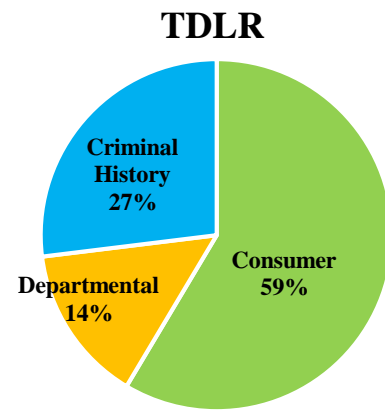
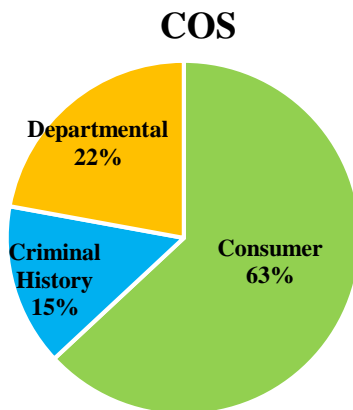
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Cosmetologists (COS)

Key Statistics	COS Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	319,635	823,189
Complaints Received	5,230	32,683
Cases Opened	1,979	10,465
Cases Closed	1,852	9,763
Average Time to Close (days)	125.17	157.58
% of Cases Resolved Within 6 Months	72.41%	68.64%
% of Cases Resulting in Disciplinary Action	22.41%	13.48%
Open Cases Pending at End of Fiscal Year	912	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	6	140
Number of Contested Cases Heard at SOAH	2	63
Formal Case Outcomes	COS Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	1	28
Default Orders	77	339
Agreed Orders	319	853
Average Penalty Assessed on Orders	\$1,243.02	\$2,199.86
Total Penalties Assessed	\$479,805.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	9	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	28	240
Cases Heard in District Court	0	2
Informal Case Actions	COS Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$4,035.00	\$183,910.04
Warning Letters	444	1,615
Other Informal Resolutions	987	6,749
Cease & Desist Orders	3	46

Source of Cases Opened Fiscal Year 2020





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Top 10 COS Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Failed to clean and sanitize	339
Violation of disaster ordinance/order	321
Criminal History	285
No operator's license	268
No school or salon license	195
Employed or leased to unlicensed person	88
Expired school/salon license	66
Implements not sterilized or sanitized before use	42
Engaged in gross malpractice	26
Practiced in unlicensed facility	22

Top 10 COS Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Failed to clean and sanitize	162
No operator's license	54
Employed or leased to unlicensed person	52
Logs are wrong or incomplete	40
Implements not sterilized or sanitized after use	38
No Foot spa Records	35
Criminal History	28
Failed to dispose single use equipment	19
No school or salon license	16
Failed to clean or disinfect wax pots	16