



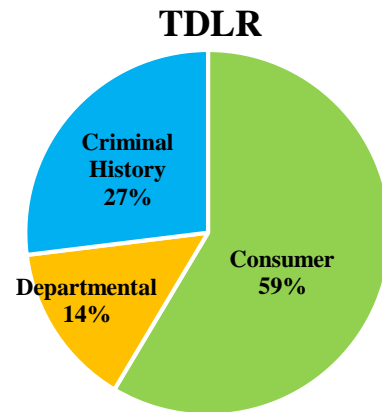
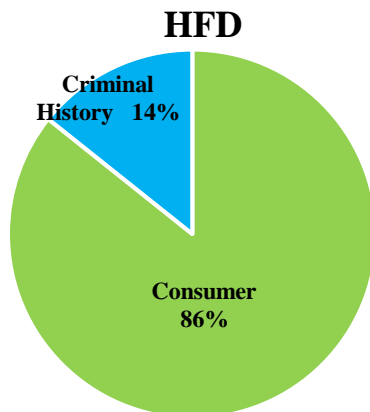
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Hearing Instrument Fitters and Dispensers (HFD)

Key Statistics	HFD Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	854	823,189
Complaints Received	131	32,683
Cases Opened	35	10,465
Cases Closed	12	9,763
Average Time to Close (days)	106.08	157.58
% of Cases Resolved Within 6 Months	66.67%	68.64%
% of Cases Resulting in Disciplinary Action	16.67%	13.48%
Open Cases Pending at End of Fiscal Year	27	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	HFD Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	0	853
Average Penalty Assessed on Orders	\$0.00	\$2,199.86
Total Penalties Assessed	\$0.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	2	240
Cases Heard in District Court	0	2
Informal Case Actions	HFD Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	1	1,615
Other Informal Resolutions	9	6,749
Cease & Desist Orders	0	46

### Source of Cases Opened Fiscal Year 2020





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**HFD Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
False, misleading & deceptive advertising	12
Unprofessional conduct	8
Criminal History	5
Late, incorrect or no refund	5
Lacks honesty, trustworthiness and integrity	3
Expired license	2
Records violation	1
Unethical conduct	1
Unlicensed	1

**HFD Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Criminal History	2