



TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Cosmetologists (COS)

Key Statistics	COS Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	329,375	848,268
Complaints Received	5,100	32,655
Cases Opened	1,998	10,121
Cases Closed	1,908	9,335
Average Time to Close (days)	155.79	209.86
% of Cases Resolved Within 6 Months	67.19%	60.00%
% of Cases Resulting in Disciplinary Action	18.50%	13.41%
Open Cases Pending at End of Fiscal Year	999	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	6	134
Number of Contested Cases Heard at SOAH	4	67
Formal Case Outcomes	COS Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	2	44
Default Orders	101	455
Agreed Orders	226	711
Average Penalty Assessed on Orders	\$1,356.71	\$2,124.56
Total Penalties Assessed	\$445,001.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	16	103
Licenses Suspended (Disciplinary)	2	8
Licenses Denied/Suspended/Revoked (Criminal History)	41	240
Cases Heard in District Court	0	1
Informal Case Actions	COS Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$700.00	\$192,825.53
Warning Letters	513	1,768
Other Informal Resolutions	1,035	6,208
Cease & Desist Orders	4	19

Source of Cases Opened Fiscal Year 2021





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Top COS Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Criminal History	402
Fail to clean and sanitize	400
No operator's license	352
No school or salon license	341
Employed or leased to unlicensed person	135
Violation of disaster ordinance or order	56
Implements not sterilize or sanitize before use	54
Expired school or salon license	48
Engaged in gross malpractice	42
Implements not sterilize or sanitize after use	27
Accounting wrong hours to students	27
Unlicensed instructors	27

Top 10 COS Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
Failed to clean and sanitize	102
No operator's license	54
Logs are wrong or incomplete	42
Employed or leased to unlicensed person	41
Criminal History	40
Implements not sterilized or sanitized after use	35
No school or salon license	33
Failed to clean or disinfect wax pots	21
Failed to dispose single use equipment	20
No foot spa records	17