



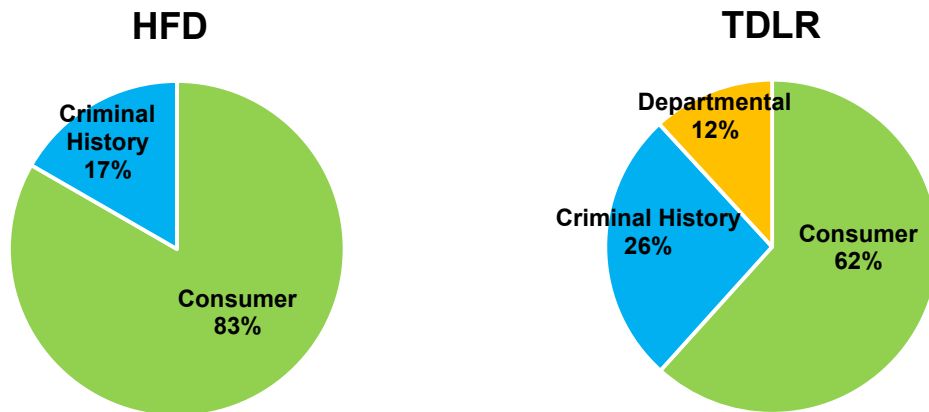
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Hearing Instrument Fitters and Dispensers (HFD)

Key Statistics	HFD Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	867	848,268
Complaints Received	114	32,655
Cases Opened	12	10,121
Cases Closed	32	9,335
Average Time to Close (days)	209.72	209.86
% of Cases Resolved Within 6 Months	46.88%	60.00%
% of Cases Resulting in Disciplinary Action	0.00%	13.41%
Open Cases Pending at End of Fiscal Year	7	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	HFD Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	0	455
Agreed Orders	0	711
Average Penalty Assessed on Orders	\$0.00	\$2,124.56
Total Penalties Assessed	\$0.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	HFD Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	3	1,768
Other Informal Resolutions	29	6,208
Cease & Desist Orders	0	19

### Source of Cases Opened Fiscal Year 2021





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

**Top HFD Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Late, incorrect or no refund	5
False, misleading, and deceptive ads	3
Criminal History	2
Unlicensed	1
Unethical conduct	1
Employed unlicensed or expired license	1
Records violation	1

**HFD Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2021</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action for Fiscal Year 2021 for the HFD program	N/A