



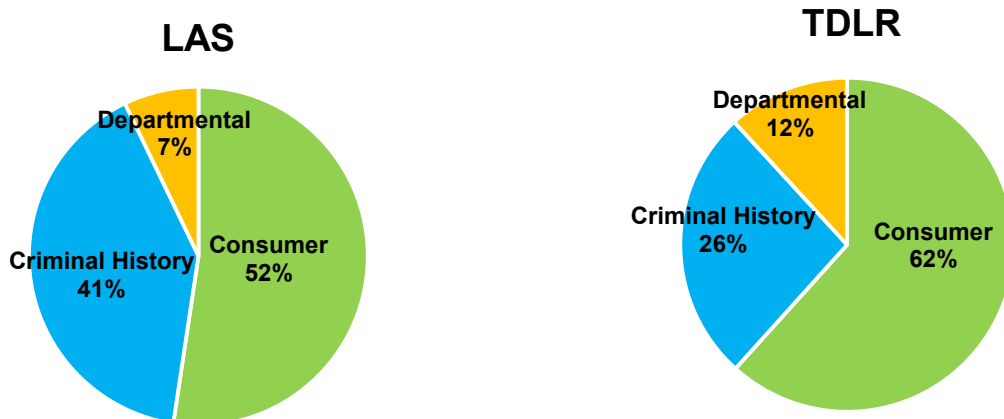
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Laser Hair Removal (LAS)

Key Statistics	LAS Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	3,837	848,268
Complaints Received	670	32,655
Cases Opened	42	10,121
Cases Closed	42	9,335
Average Time to Close (days)	125.07	209.86
% of Cases Resolved Within 6 Months	78.57%	60.00%
% of Cases Resulting in Disciplinary Action	11.90%	13.41%
Open Cases Pending at End of Fiscal Year	14	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	1	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	LAS Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	1	455
Agreed Orders	4	711
Average Penalty Assessed on Orders	\$800.00	\$2,124.56
Total Penalties Assessed	\$4,000.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	1	240
Cases Heard in District Court	0	1
Informal Case Actions	LAS Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$580.00	\$192,825.53
Warning Letters	5	1,768
Other Informal Resolutions	32	6,208
Cease & Desist Orders	0	19

### Source of Cases Opened Fiscal Year 2021





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

**Top LAS Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	17
Unlicensed facility	12
Unlicensed technician	7
Lacks honesty, trustworthiness, and integrity	4
Obtained license by fraud	1
Let unauthorized person use or display license	1

**Top LAS Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2021</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Unlicensed Facility	2
Unlicensed Technician	1
Criminal History	1