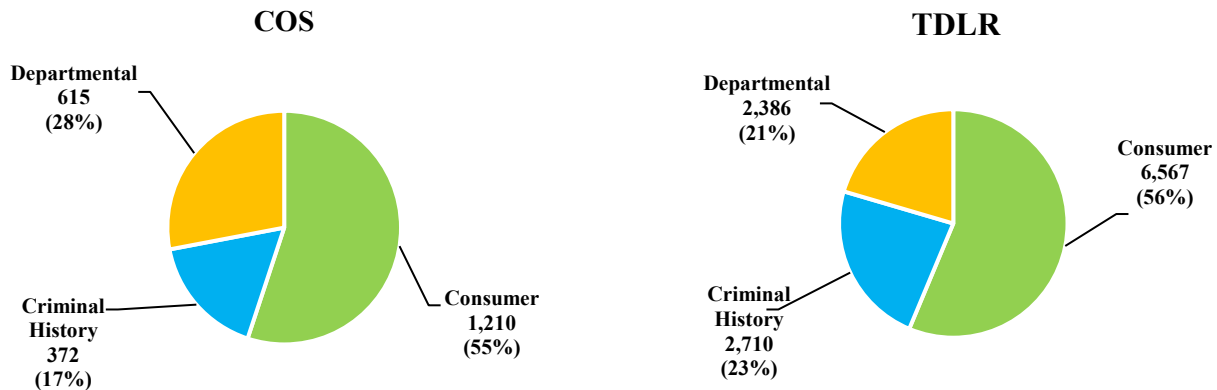


Cosmetologists (COS)

Key Statistics	COS Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	343,595	890,735
Complaints Received by Source	9,638	64,954
<i>Consumer complaints</i>	3,042	14,098
<i>Department initiated complaints</i>	584	2,368
<i>Criminal History Records reviewed for licensure</i>	6,012	48,488
Cases Opened	2,197	11,663
<i>Consumer</i>	1,210	6,567
<i>Departmental</i>	615	2,386
<i>Criminal History</i>	372	2,710
Cases Closed	1,899	11,754
Average Time to Close (days)	172.23	215.79
% of Cases Resolved Within 6 Months	63.47%	57.64%
% of Cases Resulting in Disciplinary Action	15.32%	10.81%
Open Cases Pending at End of Fiscal Year	1,299	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	1	61
Contested Cases Heard at SOAH	1	30
Formal Case Outcomes	COS Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	279	1,160
<i>Commission Orders</i>	2	27
<i>Default Orders</i>	75	384
<i>Agreed Orders</i>	202	749
Average Penalty Assessed on Orders	\$1,621.54	\$2,231.30
Total Penalties Assessed	\$452,410.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	4	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	22	182
Cases Heard in District Court	0	7
Informal Case Actions	COS Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$0.00	\$390,011.62
Warning Letters	748	3,378
Other Informal Resolutions	853	7,108
Cease & Desist Orders	1	17

Cases Opened Fiscal Year 2022



Top COS Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Failed to clean and sanitize	477
No school or salon license	462
No operator's license	411
Criminal history	373
Employed or leased to unlicensed person	166
Expired school or salon license	64
Engaged in gross malpractice	53
Implements not sterilized or sanitized before use	48
Implements not sterilized or sanitized after use	44
School improperly credited hours	41
Failed to withdraw student in 10-day	41

Top 10 COS Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Failed to clean and sanitize	88
Logs are wrong or incomplete	61
Implements not sterilized or sanitized after use	41
No school or salon license	37
No operator's license	30
Implements not sterilized or sanitized before use	27
Employed or leased to unlicensed person	27
Criminal history	21
No Footspa Records	12
Failed to clean or disinfect wax pots	12