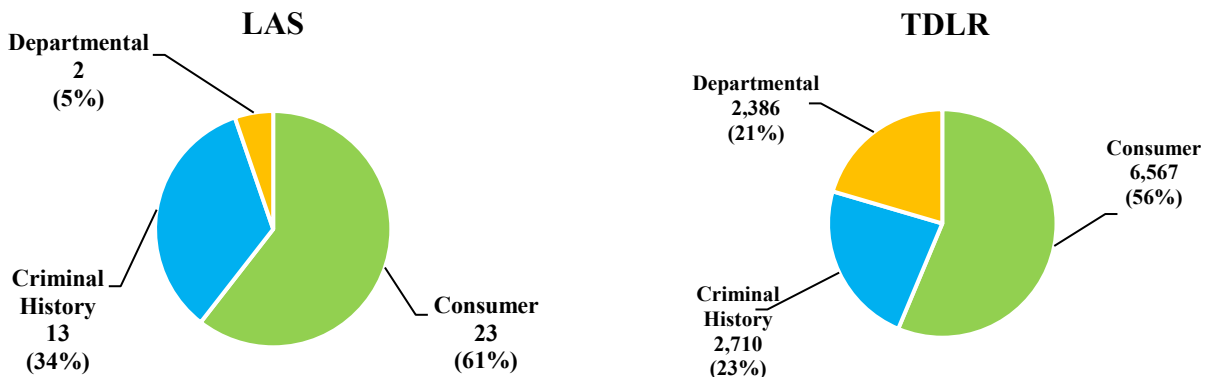


Laser Hair Removal (LAS)

Key Statistics	LAS Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	4,787	890,735
Complaints Received by Source	279	64,954
Consumer complaints	52	14,098
Department initiated complaints	2	2,368
Criminal History Records reviewed for licensure	225	48,488
Cases Opened	38	11,663
Consumer	23	6,567
Departmental	2	2,386
Criminal History	13	2,710
Cases Closed	36	11,754
Average Time to Close (days)	112.56	215.79
% of Cases Resolved Within 6 Months	80.56%	57.64%
% of Cases Resulting in Disciplinary Action	2.78%	10.81%
Open Cases Pending at End of Fiscal Year	16	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	LAS Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	1	1,160
Commission Orders	0	27
Default Orders	0	384
Agreed Orders	1	749
Average Penalty Assessed on Orders	\$1,000.00	\$2,231.30
Total Penalties Assessed	\$1,000.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	LAS Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$0.00	\$390,011.62
Warning Letters	8	3,378
Other Informal Resolutions	27	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



LAS Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Criminal history	13
Unlicensed facility	12
Unlicensed technician	9
Failed to pay dishonored check	2
Certifying entity failed provide due process to Laser Hair Removal student	2
Failed to wear protective eyewear	1

LAS Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Unlicensed technician	1