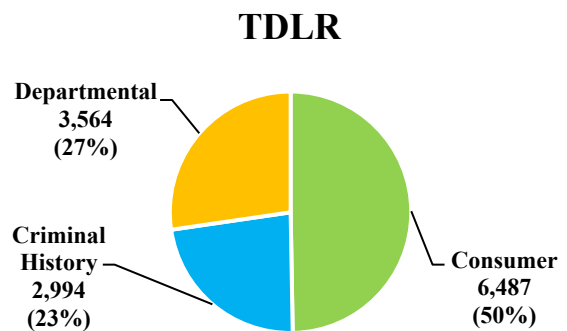
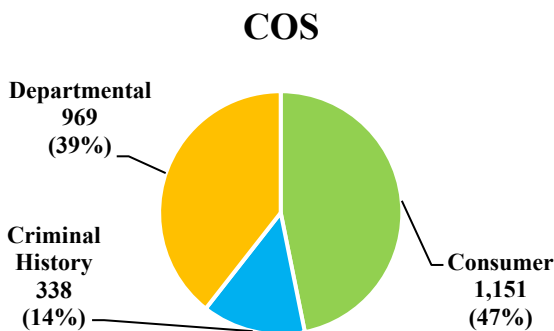


Cosmetologists (COS)

Key Statistics	COS Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	16,518	111,084
<i>Consumer complaints</i>	3,182	14,240
<i>Department initiated complaints</i>	971	3,535
<i>Criminal History Records reviewed for licensure</i>	12,365	93,309
Cases Opened	2,458	13,045
<i>Consumer</i>	1,151	6,487
<i>Departmental</i>	969	3,564
<i>Criminal History</i>	338	2,994
Cases Closed	1,925	11,284
Average Time to Close (days)	260.71	215.01
% of Cases Resolved Within 6 Months	40.21%	55.52%
% of Cases Resulting in Disciplinary Action	16.10%	12.46%
Open Cases Pending at End of Fiscal Year	1,832	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	2	68
Contested Cases Heard at SOAH	2	28
Formal Case Outcomes	COS Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	301	1,329
<i>Agreed Orders</i>	218	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	83	472
Average Penalty Assessed on Orders	\$1,788.57	\$2,217.58
Total Penalties Assessed	\$538,360.00	\$2,947,160.00
Total Penalties Collected	\$352,425.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	1	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	17	145
Cases Heard in District Court	0	2
Informal Case Actions	COS Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$219.23	\$272,187.43
Warning Letters	748	2,757
Other Informal Resolutions	863	7,121
Cease & Desist Orders	1	8

Cases Opened Fiscal Year 2023



Top COS Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Failed to clean and sanitize	520
No operator's license	483
No school or salon license	383
Criminal history	338
Employed or leased to an unlicensed person	247
Implements not sterilized or sanitized after use	173
Implements not sterilized or sanitized before use	97
Expired school or salon license	89
Failed to keep or release required documents	82
No footspa records	56
Possessed or use of MMA	56

Top 10 COS Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Logs were wrong or incomplete	88
Failed to clean and sanitize	88
Implements were not sterilized or sanitized after use	55
Implements were not sterilized or sanitized before use	50
No operator's license	42
No school or salon license	40
Employed or leased to an unlicensed person	36
Failed to dispose single use equipment	24
No footspa records	18
Failed to clean or disinfect wax pots	18