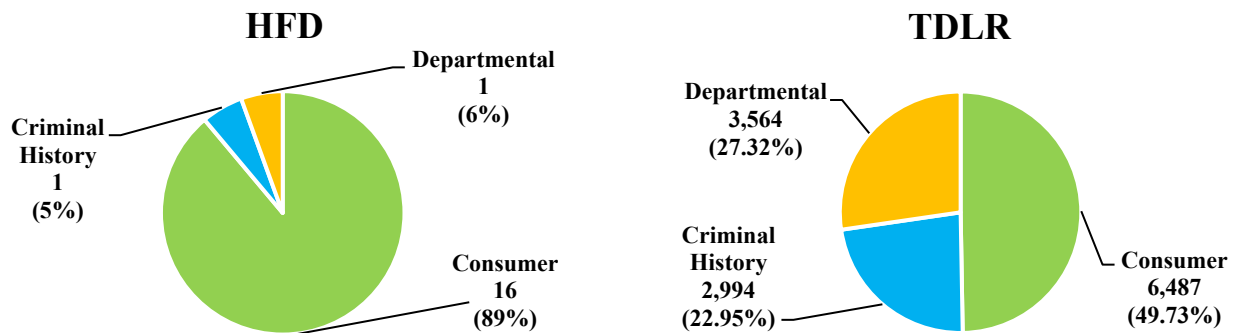


Hearing Instrument Fitters and Dispensers (HFD)

Key Statistics	HFD Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	254	111,084
Consumer complaints	22	14,240
Department initiated complaints	1	3,535
Criminal History Records reviewed for licensure	231	93,309
Cases Opened	18	13,045
Consumer	16	6,487
Departmental	1	3,564
Criminal History	1	2,994
Cases Closed	15	11,284
Average Time to Close (days)	104.20	215.01
% of Cases Resolved Within 6 Months	80.00%	55.52%
% of Cases Resulting in Disciplinary Action	0.00%	12.46%
Open Cases Pending at End of Fiscal Year	8	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	1	68
Contested Cases Heard at SOAH	1	28
Formal Case Outcomes	HFD Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	0	1,329
Agreed Orders	0	843
Commission Orders	0	12
Default Orders	0	472
Average Penalty Assessed on Orders	\$0.00	\$2,217.58
Total Penalties Assessed	\$0.00	\$2,947,160.00
Total Penalties Collected	\$0.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	HFD Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	0	2,757
Other Informal Resolutions	15	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



HFD Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Late, incorrect, or no refund	8
False, misleading, and deceptive advertisements	4
Unprofessional conduct	3
Records violation	2
Expired license	2
Contract missing required information	1
Unethical conduct	1
Criminal history	1
Failed to pay dishonored check	1

HFD Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2023 for the HFD Program	N/A