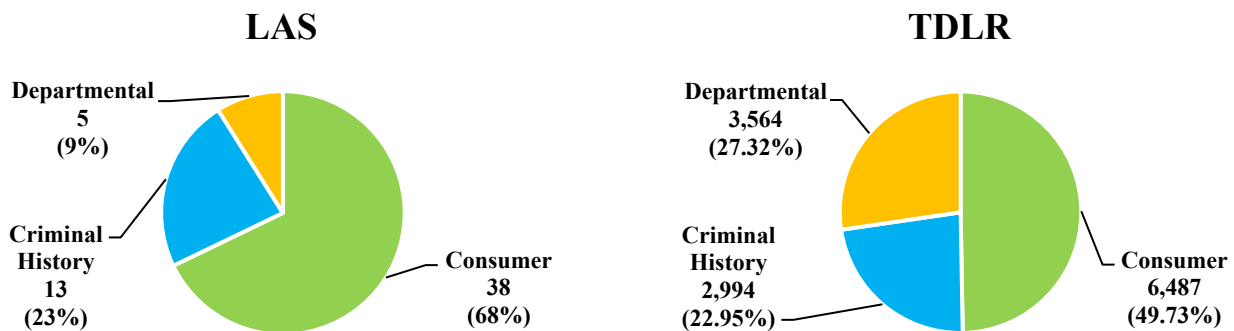


Laser Hair Removal (LAS)

Key Statistics	LAS Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	648	111,084
<i>Consumer complaints</i>	89	14,240
<i>Department initiated complaints</i>	5	3,535
<i>Criminal History Records reviewed for licensure</i>	554	93,309
Cases Opened	56	13,045
<i>Consumer</i>	38	6,487
<i>Departmental</i>	5	3,564
<i>Criminal History</i>	13	2,994
Cases Closed	39	11,284
Average Time to Close (days)	168.10	215.01
% of Cases Resolved Within 6 Months	69.23%	55.52%
% of Cases Resulting in Disciplinary Action	12.82%	12.46%
Open Cases Pending at End of Fiscal Year	33	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	LAS Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	5	1,329
<i>Agreed Orders</i>	4	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	1	472
Average Penalty Assessed on Orders	\$1,350.00	\$2,217.58
Total Penalties Assessed	\$6,750.00	\$2,947,160.00
Total Penalties Collected	\$5,750.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	1	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	LAS Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	10	2,757
Other Informal Resolutions	24	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



LAS Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Unlicensed facility	30
Unlicensed technician	15
Criminal history	13
Failed to pay dishonored check	4
Certifying entity failed to provide due process to laser hair removal student	1

LAS Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Unlicensed facility	4
Failed to pay dishonored check	1