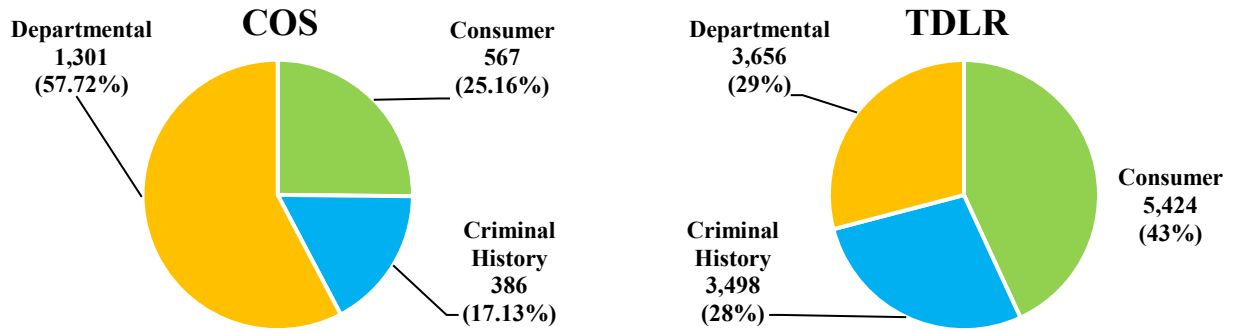


Cosmetologists (COS)

Key Statistics	COS Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	16,994	122,942
<i>Consumer complaints</i>	2,851	13,669
<i>Department initiated complaints</i>	1,331	3,733
<i>Criminal History Records reviewed for licensure</i>	12,812	105,540
Cases Opened	2,254	12,578
<i>Consumer</i>	567	5,424
<i>Departmental</i>	1,301	3,656
<i>Criminal History</i>	386	3,498
Cases Closed	3,365	13,449
<i>Consumer</i>	1,130	5,511
<i>Departmental</i>	1,864	4,554
<i>Criminal History</i>	371	3,384
Average Time to Close (days)	188.12	199.58
% of Cases Resolved Within 6 Months	55.30%	57.67%
% of Cases Resulting in Disciplinary Action	7.37%	9.56%
% of Cases Not Resulting in Disciplinary Action	92.63%	90.44%
Open Cases Pending at End of Fiscal Year	721	7,433
Cases Referred to SOAH	3	52
Contested Cases Heard at SOAH	2	22
Formal Case Outcomes	COS Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	248	1,287
<i>Agreed Orders</i>	142	672
<i>Commission Orders</i>	2	14*
<i>Default Orders</i>	89	496
<i>Denied by Operation of Law</i>	1	3
<i>Revocation by Operation of Law</i>	14	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$2,822.81	\$3,205.97
Total Penalties Assessed	\$657,715.00	\$3,792,665.00
Total Penalties Collected	\$260,443.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	15	110
<i>Licenses Revoked (Disciplinary)</i>	15	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	20	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	COS Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$11,368.87	\$402,875.87
Warning Letters	2,178	4,907
Other Cases Closed without Disciplinary Actions	939	7,256
Cease & Desist Orders	1	5
Emergency Orders	1	6

Cases Opened Fiscal Year 2024



Top 10 COS Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Failed to clean and sanitize	520
Criminal history	386
Failed to obtain operator's license	327
Employed or leased to unlicensed person	250
Failed to obtained school or salon license	211
Implements were not sterilized or sanitized after use	134
Failed to have complaint sign posted	132
Possessed or used MMA	124
Failed to keep or release required documents	120
Failed to attach photo to license	107

Top 10 COS Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Logs are wrong or incomplete	60
Failed to have school or salon license	56
Failed to clean and sanitize	42
Implements not sterilized or sanitized after use	37
Failed to have an operator's license	32
Implements were not sterilized or sanitized before use	29
Employed or leased to unlicensed person	25
Criminal history	20
Failed to dispose single use equipment	17
Failed to clean or disinfect wax pots	17