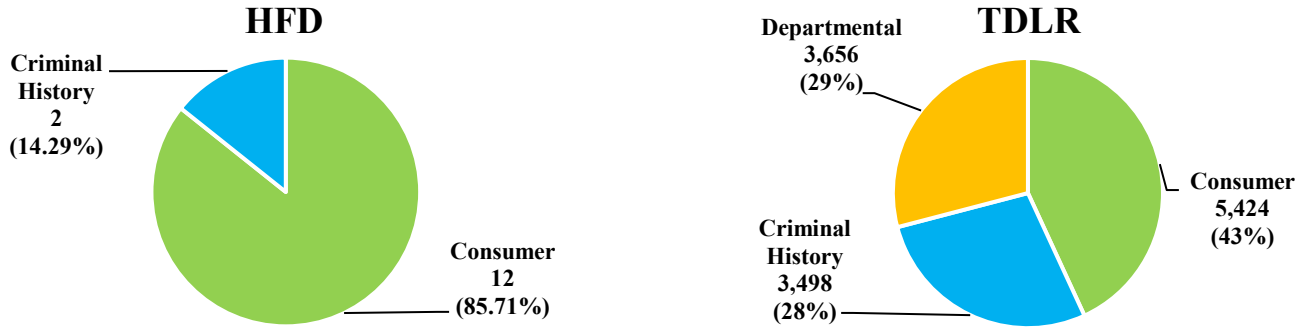


Hearing Instrument Fitters and Dispensers (HFD)

Key Statistics	HFD Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	201	122,942
<i>Consumer complaints</i>	26	13,669
<i>Department initiated complaints</i>	0	3,733
<i>Criminal History Records reviewed for licensure</i>	175	105,540
Cases Opened	14	12,578
<i>Consumer</i>	12	5,424
<i>Departmental</i>	0	3,656
<i>Criminal History</i>	2	3,498
Cases Closed	16	13,449
<i>Consumer</i>	13	5,511
<i>Departmental</i>	0	4,554
<i>Criminal History</i>	3	3,384
Average Time to Close (days)	168.81	199.58
% of Cases Resolved Within 6 Months	81.25%	57.67%
% of Cases Resulting in Disciplinary Action	0.00%	9.56%
% of Cases Not Resulting in Disciplinary Action	100.00%	90.44%
Open Cases Pending at End of Fiscal Year	6	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	HFD Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	0	1,287
<i>Agreed Orders</i>	0	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	0	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$0.00	\$3,205.97
Total Penalties Assessed	\$0.00	\$3,792,665.00
Total Penalties Collected	\$0.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	HFD Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$2,699.98	\$402,875.87
Warning Letters	0	4,907
Other Cases Closed without Disciplinary Actions	16	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



HFD Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Records violation	5
Late, incorrect, or no refund	3
Criminal history	2
Unlicensed	2
False, misleading, and deceptive advertisement	2
Unethical conduct	1

HFD Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2024 for the HFD Program	0