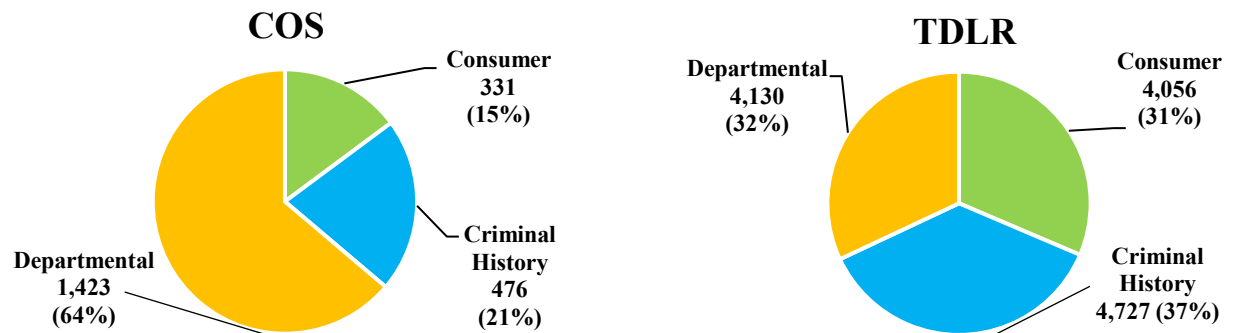


## Cosmetologists (COS)

Key Statistics	COS Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	392,189	1,019,176
<b>Complaints Received by Source</b>	<b>17,118</b>	<b>134,663</b>
Consumer complaints	2,579	12,216
Department initiated complaints	1,399	4,096
Criminal History Records reviewed for licensure	13,140	118,351
<b>Cases Opened</b>	<b>2,230</b>	<b>12,913</b>
Consumer	331	4,056
Departmental	1,423	4,130
Criminal History	476	4,727
<b>Cases Closed</b>	<b>2,116</b>	<b>12,694</b>
Consumer	484	4,467
Departmental	1,143	3,487
Criminal History	489	4,740
<b>Average Time to Close (days)</b>	<b>147.11</b>	<b>206.68</b>
% of Cases Resolved Within 6 Months	74.91%	64.46%
% of Cases Resulting in Disciplinary Action	15.93%	12.94%
% of Cases Not Resulting in Disciplinary Action	84.07%	87.06%
<b>Open Cases Pending at End of Fiscal Year</b>	<b>834</b>	<b>7,651</b>
Cases Referred to SOAH	12	133
Contested Cases Heard at SOAH	11	62
Formal Case Outcomes	COS Fiscal Year 2025	TDLR Fiscal Year 2025
<b>Final Orders</b>	<b>337</b>	<b>1,643</b>
Agreed Orders	220	918
Commission Orders	2	20
Default Orders	98	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	17	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$3,365.70	\$3,095.17
<b>Total Penalties Assessed</b>	<b>\$1,077,025.00</b>	<b>\$4,769,650</b>
<b>Total Penalties Collected</b>	<b>\$528,850.00</b>	<b>\$1,783,085</b>
<b>Total Disciplinary Suspensions and Revocations</b>	<b>33</b>	<b>171</b>
Licenses Revoked (Disciplinary)	33	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	24	206
Restricted Licenses Granted	0	4
<b>Enforcement cases that resulted in District Court Filing</b>	<b>1</b>	<b>5</b>
Other Case Actions	COS Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$5,435.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	518	4,993
Informally Resolved	37	526
Insufficient Evidence	140	2,516
Warning Letters	1,077	2,939
Withdrawn by Complainant	7	77
Cease & Desist Orders	1	19
Emergency Orders	0	54

### Cases Opened Fiscal Year 2025



### Top COS Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Criminal history	478
Unlicensed practitioner	247
Employed unlicensed person	237
Failed to clean and/or disinfect	194
Failed to avoid cross contamination	163
Failed to clean or disinfect metal tools	139
Possessed or used of MMA	136
Unlicensed establishment	123
Manicure or pedicure tools were not sterilized or sanitized	95
Failed to have sterilizer or sanitizer present	85
Foot spa not cleaned at the end of the day	85

### Top COS Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Foot spa logs were wrong or incomplete	71
Failed to clean or disinfect metal tools	65
Employed unlicensed person	37
Foot spa not cleaned after client use	30
Unlicensed establishment	28
Unlicensed practitioner	27
Criminal history	24
Engaged in gross malpractice	22
Failed to comply with an order	22
Foot spa not cleaned at the end of day	21